



Dear Parents /Guardians,

Parent Survey – Communication

First of all, we would like to take this opportunity to thank you all for taking the time to respond to our Parent Survey. The overall results are extremely positive, with 91% of you agreeing that school communication has improved and 80% confirming that they are happy with the current level of communication. However as always, there is always room for improvement and we are grateful for your suggestions and comments.

As a result of the survey, and based on parent feedback, we have taken the decision to terminate our 'X' formally known as 'Twitter' account, as this social media platform is seldom used and has not been popular with the overwhelming majority of our parents.

Our preferred channels of communication are as follows:

School Gateway App

The Gateway App is our preferred channel of communication and this gives us the option to either e-mail or send a text message. Text messages are limited to a maximum of 160 characters, therefore if the information we need to communicate is larger than a text message can accommodate, then the information will automatically be sent by e-mail.

Parents should ensure that they have the Gateway 'alerts' turned on so that they are aware that a message has been sent.

We do have a small number of parents who are not connected to the Gateway, therefore to ensure that you do not miss any important information, we would encourage you to download the app and to contact school reception to ensure that your mobile telephone number and personal e-mail details are up to date and set up correctly.

School Facebook

Our Facebook page will be used to share information regarding special events, celebrations, photographs from Special Mention Assemblies, school trips and visits, along with any urgent communication e.g, school closures, snow days etc. The Facebook page will not be used for general day to day communication.

School Website

The School Website will always have up to date copies of any newsletters etc, along with updated Class Information Pages, which will include details of what the pupils will be learning during the current term.

School Dojo's

There will be no change to the way we communicate via Dojo's:

- Dojo Messaging is only available to school staff, and is used purely to inform you of any important class information, or to update you on class activities etc.
- Parents/Carers should never use this system to raise any complaints, concerns or issues.
- The Dojo messaging system should never be used to report any child absence/illness.



Communication with Class Teachers

Class Teachers will continue to accompany the children out into the playground at the end of the day, unless they are not in the class due to planning time or training courses. If any parent wishes to speak with the class teacher then we would encourage you to contact school reception either via, e-mail, Gateway message or telephone, and our office staff will be more than willing to arrange for the class teacher to call you back or arrange a meeting at a mutually convenient time.

In addition, Miss Moncrieff and/or Mr Harris will continue to be present in the School Playground every morning whenever possible.

Once again, we thank you for participating in our survey, please be assured that we consider all of your comments and suggestions, and act upon those which we feel will have an impact.

Yours sincerely

MS Harris

NE Moncrieff

Mr M S Harris
Executive Headteacher

Miss N E Moncrieff
Head of School