

COMMUNICATION PROCEDURES

Our Office Team

Office Opening Times

Monday to Friday

8.40am – 3.30pm

office@stedwardscheddleton.co.uk

Tel: 01538 714840



Mrs Allman



Mrs Leese

DOJO



DOJO MESSENGER

You can message any member of staff, leadership, the office and Brambles via Dojo Messenger.

This forum is a two-way communication stream and is monitored daily between 8.40am and 3.30pm.

Teaching staff will use this forum to:

- Share relevant messages from the day
- Share your child's individual documentation
- Share log ins
- Share accident notifications
- Share individual achievements
- Request support with reading and homework
- To arrange a meeting with you

You should contact your child's class teacher via Dojo Messenger to:

- Share relevant messages from home
- To share basic information regarding learning and welfare
- Enquire about class based and lunchtime / playtime queries
- To arrange a meeting to discuss a query or concern with teaching staff
- Return individual documentation /authorisation on request
- Tell them what you value and what they are doing well

Office staff will use this forum to:

- Share relevant messages
- Share your child's individual documentation
- Share log ins

You should contact the Office staff via Dojo Messenger to:

- Raise individual queries regarding admin and finance
- Share queries or concerns regarding office systems and processes
- To tell them what you value and what they are doing well

Mrs Leese will use this forum to:

- Share relevant messages
- Share your child's individual documentation

You should contact Mrs Leese via Dojo Messenger to:

- Share health, medication and wellbeing messages
- Arrange to speak with her regarding personal development or welfare

	<ul style="list-style-type: none"> • Arrange to speak with her regarding family support • Share what you value about St Edward's and what our school and/or staff are doing well
	<p>Please note, messenger is not a forum to discuss queries or concerns at length but is a forum for arranging a meeting to discuss any concerns of complaints in more detail. In the first instance, most queries or concerns should be addressed to your child's Class Teacher (teaching, learning & welfare) or office personnel (administration, finance).</p> <p><i>This is rarely the case, but if concerns are not resolved or addressed adequately, you should then escalate your concerns to a leader. This should be Mrs Hordern for teaching and learning queries and concerns, Mrs Talks for Inclusion (including SEND) and Mr Carter for behaviour, Mrs Leese for welfare and Mrs Machin for office, HR and business related issues.</i></p> <p><i>If issues are not resolved, you should escalate your concerns to me, Mrs Machin/The Principal, and I will arrange to meet with you promptly.</i></p> <p><i>If you remain dissatisfied after meeting with Mrs Machin and you wish to make a complaint, you should follow the escalation procedures in the Complaints Policy, which can be found on our website.</i></p>
<p>SCHOOL STORY</p>	<p>This forum is primarily used to share information relevant to the whole school such as:</p> <ul style="list-style-type: none"> • Whole school events • PTFA events • Principal Letters • Academy Newsletters (Community, Safeguarding, Wellbeing, Academy Councils) • Sharing MAT information (newsletters, podcasts) • Upcoming events and information – date/time/place (eg clubs, parents evening, PTFA events, church events etc) • Reminders 2 weeks before/1 week before (please note, dates are also on the website calendar) • Finance/Parent Pay (including Brambles) • Health & Safety Information (including medical) • School Dinners Information • Club letters and messages

CLASS STORY

This forum is a two-way communication stream and is monitored daily between 8.30am and 4.30pm. This forum is used to share class information such as:

- Curriculum learning activities
- Homework – half termly, maths and weekly spellings
- Celebration awards
- Year group / class event information
- Year group / class meetings information
- Year group / class health and safety notifications
- Lost property messages

Please use this forum for any general class queries and / or to share what you value and what our classes are doing well.

DOJO PORTFOLIO

Homework and home interests should be uploaded to your child's portfolio.

WEBSITE

<https://www.stedwardscheddleton.co.uk/>



There is a wealth of information shared via our website tabs, accessed from the bar at the top of the homepage. Drop down menus will appear when you hover over the tabs. There is also a search function above the tabs to help you find specific information. If you can't find something, please let us know!

HOME PAGE TABS

- Information
- Christian Distinctiveness
- Policies
- Curriculum
- Personal Development
- News
- Contact Us

LETTERS

All letters shared via School Story are uploaded onto our website. Click on the NEWS tab – Letters home to find these.

Principal's letters shared via School Story are uploaded onto our website on the News Tab - Principal's Newsletters.

All other newsletters are shared via News - Newsletters

For those who find scrolling through Dojo frustrating, we hope that this enables you to retrieve them more easily.

DATES AND EVENTS


In addition to being shared via Dojo, all dates and event information are now added to the academy calendar on the website. Scroll down on the homepage to 'Upcoming Events' where you will see the next four events and a button to click onto for a monthly calendar which you can use to update your own calendars at home.


LATEST NEWS


You can access 'Latest News' from our website by scrolling down on the homepage. Here you will find our School Story News and Facebook messages.

	<ul style="list-style-type: none"> • Whole school events (past) • PTFA events (past)
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	<ul style="list-style-type: none"> • Sharing MAT information (newsletters, podcasts) <p>CURRICULUM You can view your child’s curriculum overviews from our curriculum tab. You can also find CURRICULUM /HOME LEARNING from this tab too.</p>
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<p>PHONE CALLS</p> 	<p>Our phone lines are open from 8.40am-3.30pm but messages can be left at any time via the answerphone service.</p> <p>Teaching staff will use this forum to:</p> <ul style="list-style-type: none"> • Inform you of a more serious incident • To ask you to collect your child from school (e.g. illness) • Find out why your child has not been collected from school • To arrange a meeting with you <p>Office based staff and Leaders will use this forum to:</p> <ul style="list-style-type: none"> • Speak with you in person during the day <p>You should contact the office by phone to:</p> <ul style="list-style-type: none"> • Report your child’s absence by 8.45am (this must not be done via Dojo. A message can be left on the office answerphone) <p>Share messages that need to be shared or actioned immediately</p>
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<p>EMAILS</p> 	<p>Office based staff will use this forum to:</p> <ul style="list-style-type: none"> • Send all emails and/or attachments to parents including on behalf of staff and leaders <p>You should contact the office via email to:</p> <ul style="list-style-type: none"> • Return and share documentation /authorisation • Make a formal complaint in writing • Share what you value about St Edward’s and what our school and/or staff are doing well
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<p>BOOM READER</p> 	<p>This forum is a two-way communication stream and is monitored daily.</p> <p>Teaching staff will use this forum to:</p> <ul style="list-style-type: none"> • Record <u>individual</u> reading in school (at least once a fortnight) • Monitor reading at home. <p>You should use this forum to:</p> <ul style="list-style-type: none"> • Record your child’s reading at home • Request additional books if your child is reading their reading book fluently before the teacher next reads with your child (Year 2 upwards)
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MEETING WITH STAFF



You can arrange to meet with a member of staff via Dojo messenger.

You may also speak with staff at the end of the day, following dismissal. Please collect your child and then wait patiently on the yard until ALL children have been dismissed safely. If appropriate, you can talk with staff on the yard, if your conversation needs to be private, please ask to come into school for a discussion.

MEETING WITH THE PRINCIPAL

Mrs Machin



I pride myself on being a visible Principal and, commitments permitting, I am often available at the school gates as you arrive or collect your children from school. I appreciate the positive feedback you give and it is always good to have a chat. I will usually direct you to the relevant staff to address general questions, queries or concerns (in the first instance).

Testament to my staff team's proficiency within their roles and responsibilities means that my intervention for concerns and/or complaints is rare. However, if staff are not able to address concerns raised sufficiently, I will, of course, meet to discuss where and why this process has broken down and work with you restoratively from this point.

Periodically, I host informal 'Catch Up' meetings open to parents/carers. Catch ups provide an informal opportunity to talk about provision and care at St Edward's.