



Two Village C of E Primary School

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Dear Parent/Carer

At Two Village Church of England Primary School, we realise that good communication between school and parents/carers is vital. We therefore actively promote open and effective communication between home and school and strive to ensure that this is done in a constructive and positive manner.

We appreciate that communication with school may feel slightly different this year now that parents are unable to directly message class teachers via Class Dojo, however, we have needed to move away from using this platform for reasons related to GDPR. We also found that use of the messaging service was beginning to affect staff workload and therefore their wellbeing. Over the last year and a half, when we were unable to meet face to face, we had to rely on communicating through apps and emails and this proved to be extremely useful during this period. However, this is a rather impersonal way of communicating and for its advantages, there were also many disadvantages. In the past, before Class Dojo and Covid, we enjoyed speaking to parents face to face and on the phone. Now that restrictions have eased slightly and parents/carers are able to come onto the school site, we are now able to resume our open-door policy, where you are welcome to speak to a member of staff at the end of the day or telephone/email to arrange a face to face appointment or phone call. School staff will also continue to send home messages via our new platform, Marvellous Me, regularly to keep you informed about your child's learning.

We know that when parents have a concern that relates to their child at school, they often feel the best way forward is to ask to see a member of the leadership team. In our experience many of these concerns can often be most quickly resolved by talking first to the class teacher, as they know your children best. If you are not sure who to speak to, we will happily support you in ensuring that you speak to the correct person depending on the nature of your query. We have also produced a helpful communication diagram, which can be found on our school website, that can help direct you to the best person to speak to, if needed. We would also like to remind parents that it may not be possible for a member of staff to return a call or speak to you immediately when a concern is raised, as their role in school may mean that they are not available. We would like to reassure you, however, that any concerns will be dealt with as soon as staff are available to make contact, which will be within a realistic timeframe.

We do not encourage direct emailing or messaging of staff. This is to ensure that the query is directed to the correct person so that it can be resolved and a response shared as soon as



possible. It is also to ensure that staff are contacted at appropriate times and to support them and their wellbeing. Should you need to contact a member of staff via email, for some reason, this should be done via schooloffice.twovillage@dcvst.org and marked for the attention of the specific staff member.

We are aware that there are organised social media groups for parents of different classes currently operating. Whilst we understand that these can be very useful to help parents/carers to stay connected; asking questions of other parents, reminding one another about events, sharing information and planning activities for children, we would like to stress that these are unofficial and therefore do not necessarily always contain formal or accurate information directly from school. Unfortunately, sometimes these groups can be used in a way that is detrimental to the school. Concerns raised on these groups can also lead to unnecessary anxiety around issues that the school cannot comment on. Discussing your concerns directly with the school is always the best way to resolve any issues that you may have.

Moving forward, we look forward to working with our parents/carers and having clear and open lines of communication. This will ensure that we can positively work together in the best interests of the children and wider school community.

Yours sincerely



Head teacher

