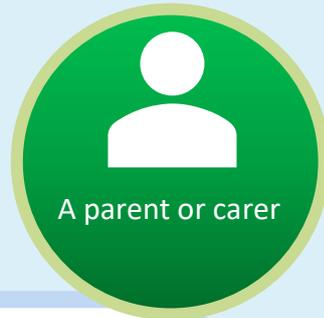


# Communication

Who does school communicate with?

We will communicate with either...



How do we contact you?

This will depend on exactly what we need to contact you about, but as a general rule, look for the symbols below...





## How can I communicate with school?



Depending on what you need to tell us or find out, these are the different ways you can contact school...



Use this handy guide to find the best way to communicate with us...

I need to...	What's the best way to contact school?
clarify information that school has sent out	  
Find out how my child is doing at school	  
Report an issue or problem regarding my child	
report a concern or worry about a child from another family	
ask a question	  
Make a complaint	 
Make a suggestion	
pass on information about my child that school needs to know	  

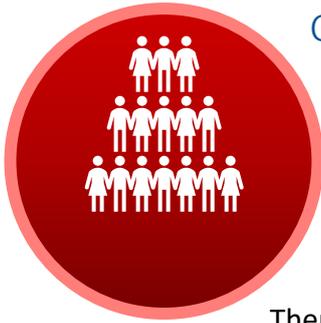
Methods of communication		<b>What</b> is it for?	<b>Who</b> is it for?
Text		To pass on a short message or a link to a letter	This is private to the sender and receiver
Phone call		To have a verbal conversation	This is private to the caller and listener
Newsletter		To pass on whole school information	This is for anyone with internet access
emails		To pass on / share information	This is private to sender and receiver
Facebook		To celebrate and share events of interest and joy. Clarify whole school information.	All parents and carers who have joined our Facebook group – all posts are moderated.
Twitter		To celebrate school events	This is for anyone with a Twitter account.



Can I use my child's HWB account to send an email to school?

The class teacher can access all the emails that are sent from your child's account, so if it is about your child's classwork, "yes!"

This is your child's email account that will remain with them for years to come. Your child will be able to go back on any emails coming in and out. It may not be appropriate for your child to read an email currently or in the future.



## Communicating with school

It is important that you share your ideas, suggestions, offers, wishes, complaints, thanks and even moans! We like to make school a good place for all our families and we aim for us all to work together.

There may be times when you are unhappy with a decision or action that school has taken. It is important that you let us know so that we can respond - which may be an explanation, an apology, or a question asking for your ideas.

We have the most success when parents and school work together. Of course, nobody likes to hear a complaint but if you feel it is necessary then you can access the complaints procedure from our school website. Here is an easy reference flow chart to help...

