

## Cuddington Primary School

### Communications Guidance – Home <-> School

**NB – this is a Guidance Document rather than Policy/Statutory Document**

Method of communication	To be used for	Notes
<b>Publicly Available Communication</b>		
<b>School Website</b>	All our policies and core information is shared on our website – this includes <b>term dates, information on our uniform, safeguarding contacts and our class curriculum pages.</b>	We will be launching a review of our website provider to freshen up our 'look and feel'.
<b>Instagram</b>	<b>Social media school celebration</b> – this will be publicly available and will promote the wonderful work and achievements of the school, including for prospective families.	Permissions for sharing photos will be sought by the school prior to launch.  This will take place after half term.
<b>Communication with Families (outside of Parent and SEND specific meetings and annual reports)</b>		
School Spider	<b>Formal events and notices</b> (including newsletters) from school and the office.  Surveys and permissions.	
Dojo	Sharing curriculum updates  <b>Sharing photos and information about your child's learning journey</b>  Two-way messages/reminders from your child's teacher – to either individuals or groups/whole class.  <b>A way for you to contact your child's teacher with small queries about your child's learning or behaviour</b>	<b>*Staff will aim to respond to messages sent within 48 working hours, if not earlier.</b>  <b>Urgent queries should come via the school office or gate so it can be shared with available staff.</b>
Email/phone	<b>Contacting the school office, Headteacher or Deputy Headteacher (messages for teachers should be via Dojo)</b>  <b>All absence, pick-up arrangements, club queries, minor queries, medical arrangements or medication should come to the school office via the admin email account or by phone.</b>	If you have a concern, the typical route of escalation is <b>teacher &gt; Deputy Head &gt; Headteacher</b>  <a href="mailto:admin@cuddington.cheshire.sch.uk">admin@cuddington.cheshire.sch.uk</a> <a href="mailto:head@cuddington.cheshire.sch.uk">head@cuddington.cheshire.sch.uk</a> <a href="mailto:deputy@cuddington.cheshire.sch.uk">deputy@cuddington.cheshire.sch.uk</a>  School phone: 01270 360030
<b>Bookings and payments</b>		
ParentPay	Paying for items e.g. Trips, School Meals	
Enrichment Club bookings	Queries and bookings.	<a href="mailto:enrichment@cuddington.cheshire.sch.uk">enrichment@cuddington.cheshire.sch.uk</a>