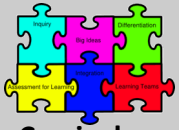
School to Parent Communications

Key Dates, Notices & School News	 **Curriculum** Whole school curriculum offer is available on the school website	**Progress, Attainment & Statutory Tests**	**Extra Curricular/ Educational Visits**	**Policies & Procedures**
♦ Live calendar on the school website ♦ Week Ahead document sent weekly via SchoolPing ♦ Half termly Newsletter sent via SchoolPing ♦ Department for Education updates issued when re-quired ♦ All dates sent in September (subject to change)	♦ Outlines of work sent half termly or termly via SchoolPing ♦ Termly Open Sessions ♦ Homework ♦ Summer Term 'Meet the Teacher' event	♦ Termly Parents' Evenings ♦ Summer term end-of-year report sent via SchoolPing	♦ Residential trip meetings where required ♦ Educational visit letters uploaded to SchoolMoney to obtain consent and payment ♦ After School Club letters sent via SchoolPing	♦ See school website (you will be notified of key updated policies via the week ahead/ newsletters)

Glossary

SchoolPing: Chilcote Schools communication system. This is a one way messaging system that will not allow you to reply. Please see details on the reverse of this document of how you can contact Chilcote. SchoolPing will frequently be used to obtain consent or to seek your opinions on school matters.

SchoolMoney: Chilcote Schools payment system. You will receive payment notifications for school trips, dinners and other items.

Open Sessions: This is an opportunity for you to attend school and observe teaching and learning in action.

Outlines of work: This is a summary of the curriculum of what your child will be taught over a given period.

Parent to School Communications

As a school we recognise the necessity of providing the enquiry email address for parents to communicate with members of staff. On receipt, your emails are directed to relevant staff. Please be mindful that response times may vary as staff are free to check their emails to fit into their preferred work pattern, but are not expected to check while they are teaching, while they are at home, or at weekends. For any comms, we believe that 72 working hours is a reasonable length of time to receive a considered reply. Urgent matters are best discussed face-to-face or via the school office, who will ensure the message is delivered as quickly as possible. As with all messages, the meaning and tone may vary depending on who is reading it. Please consider this before choosing to email any staff member. We would also encourage all parents to consider information sent to teachers regarding other children very carefully as this can be requested by other parents under the rules governing GDPR.

The school website is frequently updated to include the latest news and events within the school. We request that Parents/Carers access the website, in the first instance, to source the information required or that they refer to the 'Week Ahead' documents and 'Newsletters' which are sent regularly via SchoolPing.

	Method of communication	Reason for communication	Considerations
	Telephone: 0121 744 5678	• To make an appointment to see a specific staff member • To inform us about important circumstances relating to your child (e.g. collections, medical information etc) • To report absences (please use the message box)	Please note that staff may not immediately be available and an appointment may need to be arranged at a mutually convenient time.
	Email: enquiry@chilcoteschool.com	• To make an appointment to see a specific staff member • For non- urgent communications with school	The school aims to respond to emails within 72 hours. Emails received during the school holidays will not be actioned until school resumes. Any safeguarding concerns that occur during holidays should be reported to CASS (0121 303 1888)
	Face-to-face appointment with a member of staff	• To discuss your child's learning • To discuss a safeguarding matter (Designated Safeguarding Lead) • To discuss a personal matter concerning your child/family	In order to arrange a face-to-face meeting with a member of staff, please telephone or email to make an appointment
	Standard proforma	• To request leave of absence • Consent to administrate of medicine • To update contact details	Leave of absence request forms can be found on the website or in the main reception area.