



Communications Guidance – Home <-> School

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

Parent communication expectations

At Cuddington Primary School, we value positive and respectful partnerships with all parents and carers. To ensure effective communication that supports the best outcomes for our children, we ask that all correspondence reflects the following principles:

- Communicate respectfully and courteously with all members of staff.
- Use appropriate, professional language and tone in all emails and messages.
- Raise class, school-based concerns with the class teacher in the first instance, using Class Dojo where appropriate.
- Allow reasonable time for staff to respond to communications.
- Follow the school's published complaints and escalation procedures where concerns remain unresolved.
- Refrain from sending communications that are aggressive, abusive, threatening, accusatory, or unnecessarily copied to senior leaders or external parties before the school's established processes have been followed.

We are committed to listening to concerns and working collaboratively with families. In return, we expect all communication to be conducted in a respectful and constructive manner.

Communications that do not meet these expectations may be managed in line with the school's Parent Code of Conduct and relevant policies.

Method of communication	To be used for	Notes
Publicly Available Communication		
School Website	All our policies and core information are shared on our website – this includes term dates, information on our uniform, safeguarding contacts and our class curriculum pages.	 CUDDINGTON Primary School
Instagram	Social media school celebration – this will be publicly available and will promote the wonderful work and achievements of the school, including for prospective families.	Permission for social media is sought and held on record.
Communication with Families (outside of Parent and SEND specific meetings and annual reports)		
Information direct to your Inbox (from our systems Arbor and Insight)	▪ Formal events and notices (including newsletters) from school and the office. ▪ Survey links and permissions. ▪ Class visit/ trip letters ▪ Attendance Reports and Annual Reports.	 Arbor



Class Dojo 	Sharing curriculum updates Sharing photos and information about your child's learning journey Two-way messages/reminders from your child's teacher – to either individuals or groups/whole class. <i>A way for you to contact your child's teacher with small queries about your child's learning or behaviour.</i>	*Staff will aim to respond to messages sent within 48 working hours, if not earlier. Urgent queries should come via the school office so it can be shared with available staff.
Email/phone 	Contacting the school office, Headteacher or Assistant Headteacher (messages for teachers should be via Dojo) 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.	If you have a concern, the typical route of escalation is teacher > Assistant Headteacher > Headteacher admin@cuddington.cheshire.sch.uk head@cuddington.cheshire.sch.uk cowie@cuddington.cheshire.sch.uk School phone: 01270 360030
Bookings and payments		
ParentPay	Paying for items e.g. Trips, School Meals	
Enrichment Club bookings	Queries and bookings.	cuddington.ipalbookings.com/ 