

Together We Thrive: Strengthening Parent-School Communication



Connecting with You: A Guide to School Communication

At Downsview Primary and Nursery School, our primary method of communication with parents is through ClassDojo. We expect all parents to have access to and engage with this platform, as it allows for timely and efficient communication between teachers and families. ClassDojo is particularly beneficial as it is user-friendly for both teachers and parents, including those who may require messages to be translated.

We understand that some parents have expressed concerns about receiving too many messages in different formats, while also indicating that they would like reminders for important events and updates. To address this feedback, we have established a structured approach to our communications. This ensures that critical information is delivered in a timely manner, while also allowing parents to have a clear understanding of the importance of each message.

Our goal is to foster a collaborative partnership with families, ensuring that all parents feel informed and engaged in their child's education.

Telephone

Urgent matters needing immediate attention including but not limited to...

- Sick/accident and needs collecting
- Head bump
- Incident requiring direct conversation to discuss situations
- Concerns about a child's well-being or behaviour
- Important updates that cannot wait for written communication
- Unreported absences 2nd contact
- Financial discrepancies



Text Messages

Immediate reminders about day to day happenings such as...

- Key reminders for Whole school priorities e.g. class photos, parent questionnaires
- Celebration assembly invites
- Messages pertaining to clubs scheduling
- Notifications about school closures, major changes or emergencies
- Absence 1st contact



Email

Emails are generally used on an individual basis including...

- Individual communications outside of general parent teacher discussion
- Responses to parent emails
- Formal response or updates on complaints
- Sharing resources or information about support services



Specific circumstances to communicate to whole school

- Newsletters
- Parents evening
- Notifications about school closures, major changes or emergencies

Individual Dojo Messages

General communication between specific members of staff and parents personal to the individual child such as...

- Class teacher
- SENDCO
- Member of Leadership or Senior Leadership Team
- Attendance and Welfare Officer for updates on attendance or lateness
- Any other member of staff



Whole School Dojo Messages

Announcements relevant to the entire school community such as

- Updates on school policies or procedures
- Information about school-wide events (e.g., sports days, fairs, panto)
- Sharing newsletters or important notices with all parents
- Promoting community engagement opportunities including FOD



Class/Year Group Dojo Messages

Individual messages pertaining to that class or year group

- General day to day such as home learning, PE days etc
- Information regarding trips, visits, experiences etc
- Sharing class-specific news or events including Celebrating achievements or milestones
- Communicating about specific behavioural or medical concerns (e.g. head lice) within the class/year group

Post

Letters pertaining to attendance



Formal Consultations to discuss progress and achievement

The Government guidelines of formally communicating pupil progress is each term., This is done via parent consultations in the Autumn and Spring terms and a formal written report at the end of the academic year.

All staff will do their best to respond within 3 working days. Staff will not be expected to respond during holidays, weekends or weekdays before 8.30am and after 4.00pm.

Connecting with Us: A Guide to School Communication



At Downsview Primary and Nursery School, our staff is dedicated to providing a high-quality education for your child. We recognise that effective communication with parents is essential in supporting your child's learning and development. Our goal is to foster a strong partnership between home and school, ensuring that we work collaboratively to achieve the best outcomes for our children.

We strive to maintain open lines of communication with parents. Regular updates and interactions help us to share important information and celebrate your child's achievements. We encourage parents to engage with us, as your insights and feedback are invaluable in shaping our educational practises.

Lines of Communication

Class teacher:

Class Dojo is your main way to communicate with the class teacher to...

- Ask for clarification on issues specific to the class or year group, i.e. home learning or questions about timetables, trips etc.
- Raise a concern that has or might affect the child's day at school.
- Urgent concern about your child's progress or academic achievement
- Positive feedback

SEND (Special Educational Needs & Disabilities):

First contact the class teacher via Dojo, who may then pass on your details to the SENDCo Mrs Hearne-Reed (senco@downsview.croydon.sch.uk)

Any other staff:

If you need to reach out to another member of staff, please contact them directly on Class Dojo or email them at sec1@downsview.croydon.sch.uk. Our office team will ensure that your email is directed to the appropriate staff member for a timely response.

If you have any further comments or concerns regarding the school's communication, please feel free to contact Ms Hussey teachingandlearning@downsview.croydon.sch.uk.

Reporting Absences: Email- attendance@downsview.croydon.sch.uk.

WhatsApp Groups:

Many parents create WhatsApp groups to facilitate communication and build community connections. While these groups can be beneficial for networking and sharing positive experiences, it is important to remember that they should not be used as a platform for discussing concerns or grievances. We encourage parents to approach the school directly for any issues, as this promotes a constructive dialogue and ensures that concerns are addressed appropriately.

End-of-Day Communication:

Teachers are usually available in the playground at the end of the school day for quick messages. However, it is crucial that teachers can safely supervise the dismissal of children during this time. If you have more detailed concerns or queries, we kindly ask that you schedule an appointment with your child's teacher at a mutually convenient time. Please note that teachers will not be available for discussions before school or while children are entering the school.

Addressing Concerns:

We understand that parents may wish to discuss concerns with friends within the school community. While we appreciate the support that comes from these discussions, we strongly encourage parents to bring any issues directly to the class teacher. Teachers are best positioned to address concerns and provide the necessary support. Furthermore, we invite you to refer to the school's [Complaints and Concerns Policy](#). On page 5, you will find a detailed explanation within the flowchart regarding the process for expressing a concern or complaint.

Resolving concerns:

1st

Class teacher: through Class Dojo or on the playground at the end of the day. Depending on the situation, the class teacher may need to arrange a meeting at a mutually convenient time.

2nd

If you still feel your concern has not been addressed then you can email to arrange a meeting with a member of the Leadership or Senior Leadership Team- teachingandlearning@downsview.croydon.sch.uk.

3rd

Once you have followed the above and you still feel your concern has not been addressed then you can email to request a meeting with the Head teacher- sec1@downsview.croydon.sch.uk

Changes during the school day...

If there are any changes to your child's pickup arrangements, such as who will be collecting them, you **MUST** call the office on 0208 764 4611 to inform us. Please do not use Dojo to message the class teacher, as they may not receive the message in time.

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