



## Rolph Church of England Primary School and Nursery

### COMMUNICATION CHARTER

Rolph Church of England Primary School and Nursery will communicate with all parents / carers in a variety of ways

- Teachers2Parent – email & text messages
- Weekly Newsletter
- Class Dojo
- Website
- School Noticeboard
- By telephone / in person

#### **Teacher2Parent (Email & Text service):**

In the majority of cases, all letters, general information and newsletters will be sent to you via email on a regular basis. Depending on the subject matter, a paper copy of the correspondence may also be sent home to you via your child/children.

Text messages are usually used for sending reminders, notification of cancellation of clubs, to advise payments are now available on schoolmoney and to chase any absence that has not been reported. Text messages can only be sent to the first priority contact number on our system.

#### **Weekly Newsletter:**

A weekly newsletter will be emailed to you every Friday. A copy of the latest newsletter together with past copies are available via our website or alternatively a copy can be taken from the blue information carousel in the school reception area.

In addition to weekly news and information, our newsletter will also contain an updated list of key dates for your diary.

#### **Class DoJo:**

You will receive messages and updates specifically for your child's class via DoJo. However, to enable teachers to concentrate on teaching and learning, communication via this method will not be checked on a daily basis. Therefore parents / carers should only use DoJo for matters that do not require an urgent response as the Class Teacher may not check this every day.

For urgent issues, please speak to either a member of staff on the gate in the mornings, the class teacher at the end of school or the school office. Alternatively, please email [admin@rolph.essex.sch.uk](mailto:admin@rolph.essex.sch.uk)

#### **Website:**

Each class has its own page on the website which will be updated on a regular basis so that you can see what your child is working on.

You will also find a host of other key information including school policies, dinner menus and term dates on the website.

## Notice Board

In addition to sending information via the above communication methods, key information will also be displayed on the notice boards.

### By Telephone / In person:

Parents / Carers are also welcome to contact the school by telephone to make appointments or call into the school office.

Contact will still be made via telephone as there are many reasons that the office / teaching team may need to speak to you (for instance forgotten lunches, children feeling poorly etc.)

### Parents can communicate with Rolph Church of England Primary School and Nursery by

- Email – [admin@rolph.essex.sch.uk](mailto:admin@rolph.essex.sch.uk)
- Telephone 01255 861317 – Option 1 for Absences including lateness / Option 2 for school office
- Dojo for **non urgent** messages direct to class teacher.
- Meet with the class teacher via Parent Consultations or arranging a one to one meeting.
- Speaking directly with a member of staff on the school gate, class teacher or the school office.

## Absence

We would ask all parents to inform the school of any absences & lateness, preferably by 9.00 am, on each day of absence (and by 9.20 am at the latest) by calling 01255 861317 and choosing option '1'. This should be the only method for informing us of any absence or lateness. We are legally obliged to report reasons for absence and we are finding a lot of office time is being used chasing up missing children, so please help us by making the call.

If you are not receiving text / emails messages then we may not have your up to date contact details on record. PLEASE CHECK WE HAVE YOUR CORRECT AND UP TO DATE DETAILS. We send text messages to the priority phone number we have on record and as such cannot be responsible for those who do not update their details or do not read these messages.