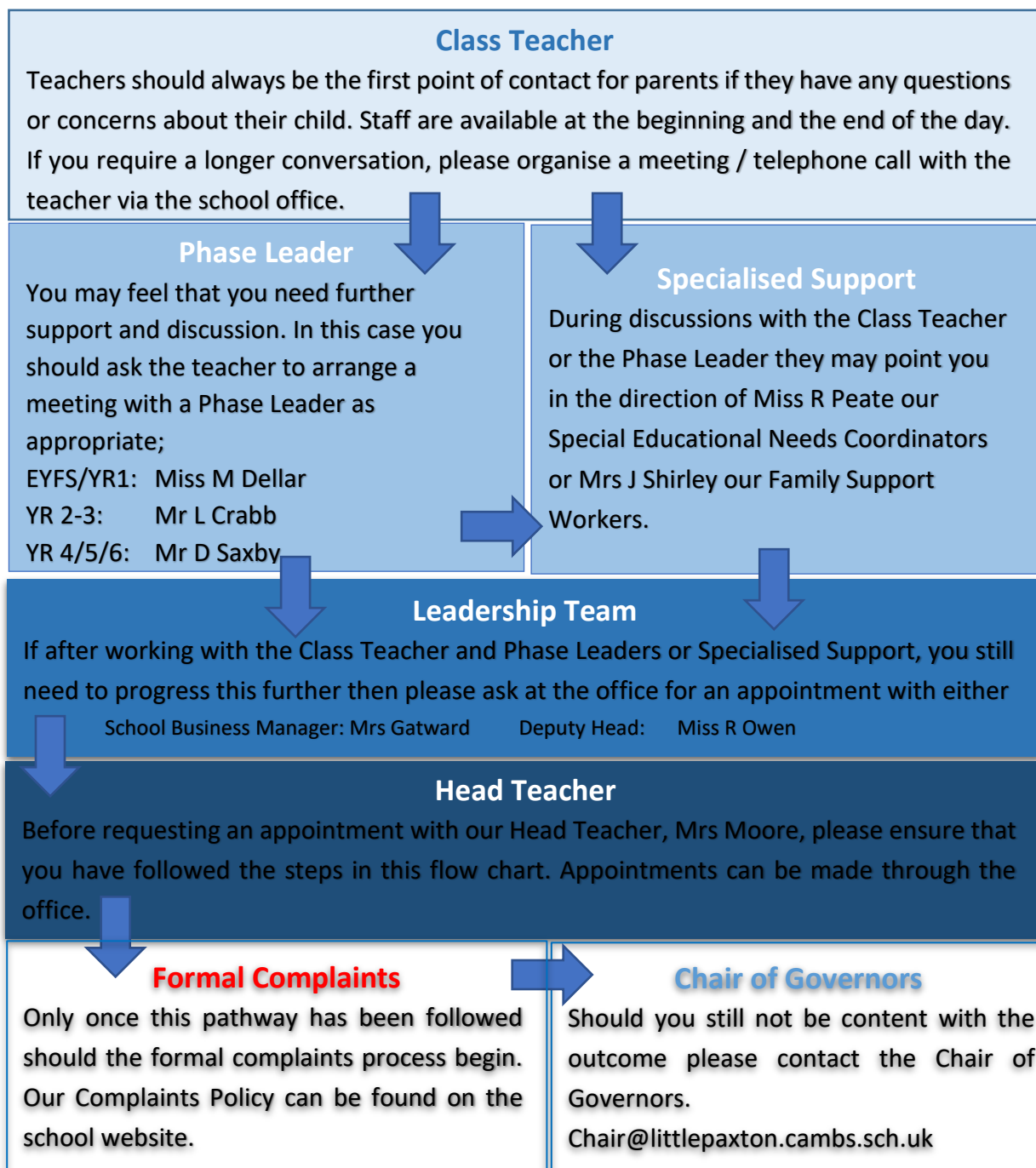


# Little Paxton Primary School Communication Protocol

September 2023

At Little Paxton Primary School we recognise the importance of clear and effective communication with all stakeholders. We are committed to being both transparent and accessible to all whilst maintaining confidentiality, discretion and conforming to GDPR. We place great value on our communication with the parents and carers of each of our children. The office team will be able to help you with general queries but for child specific queries we would ask you to follow the pathway outlined below:



**Safeguarding:** Mrs Moore is our Designated Safeguarding Lead.

Miss R Owen is our Deputy who have completed the same training. If you have a concern regarding a child please contact them through the office and let them know that you would like to discuss a safeguarding matter so that it can be prioritised.

# Little Paxton Primary School Communication Protocol

September 2023

## Communications with Parents/Carers

**E-mail:** Please email any enquiries you may have to [office@littlepaxton.cambs.sch.uk](mailto:office@littlepaxton.cambs.sch.uk) who will forward them to the relevant member of staff. We aim to respond to emails within 5 working days.

**Tapestry & Dojo:** These are used for communication between the class teacher and home. Please speak to the office if you do not have access to these. Tapestry is used in Foundation and Dojo throughout the rest of the school. These messages will only be monitored during the school day, immediately before school and for a short time afterwards. These apps are not available to staff outside of school.

**Text Messages:** The office use these to communicate brief and urgent messages with you.

**Phone:** Teachers will not be interrupted during lesson time but please leave a message with the office team who will pass it on. There is an answer phone for busy periods and out of hours messages.

**Social Media Sites/Blogs:** Staff will not communicate directly with parents via social networking sites or accept them as “friends”.

Please do not expect to receive correspondence from any member of staff outside the hours of 8:00am and 6:30pm weekdays or on weekends.