



Leen Mills Primary School

Communications Policy

March 2024

## Overview

It is very important to us that we work closely in partnership with parents and carers, and communication between home and school is key. We recognise however that it can often be difficult communicating with teachers because they have a very full timetable; and we recognise that parents and carers also have very busy lives.

## Contacting the School

Teachers want to respond to parental queries at the earliest opportunity and will try their best to do so, however, the majority of teachers' time is taken up teaching and preparing for lessons. Teachers' responsibilities extend beyond the classroom, and they may be unable to respond to you on the day a query is made. We have also agreed with staff that there is no expectation to respond to queries during their personal/family time.

## Absences

Please can all absences be reported to the office - dojo messages do not always reach us in time.

Please ring the office on 0115 9536688 (messages can be left if the office is closed) or by emailing [office@leenmills.notts.sch.uk](mailto:office@leenmills.notts.sch.uk)

## Class Dojo

We use class dojo as a way of celebrating achievements and showcase what we are doing in school.

Dojo is also a good way of messaging class teachers directly, however due to teaching commitments teachers cannot always respond instantly and if a message is urgent we ask you to ring the school office. Teaching staff will not answer messages over the weekend.

The office and headteacher will not respond to dojo messages, they can be contacted on 0115 9536688 or emailing [office@leenmills.notts.sch.uk](mailto:office@leenmills.notts.sch.uk)

## Telephone

Please use the school number to leave a message for a teacher to contact you:

- Office staff will relay messages to teachers as soon as possible.
- If a call is urgent, please inform the office who will attempt to find a senior member of staff to speak to you.
- We will try to respond to you within 24 hours, if not the same day.
- Please note lessons will never be interrupted for teachers to take calls.

## Emails

Please use staff email addresses if you need to contact staff directly:

- Teachers are not in a position to check emails consistently throughout the day and we do not expect work email to be checked during a teacher's personal time.
- We aim to respond to you as soon as possible and within 24 hours. Parttime staff may take longer to reply.

## Meetings

The day-to-day care, welfare and safety of your child is managed by your child's class teacher. In the first instance, please approach the following members of staff who are responsible for your child in the following order:

- 1) Class teacher or support staff
- 2) Member of the Senior leadership team
- 3) Headteacher

- Meetings should always be pre-arranged with members of staff.
- If you urgently need to see someone, for instance if there is a serious family emergency or a child protection issue, please phone ahead and the office staff will do their best to find a senior member of staff to see you.
- For non-urgent meetings we will aim to meet with you within 3 days.

## Social Media

We use our social media channels to promote student achievements, subject information and generic educational information. We will not respond to questions/queries on Twitter so please do not post any.

## No Response

If you have not received a response from the school within three working days please contact the school by emailing [office@leenmills.notts.sch.uk](mailto:office@leenmills.notts.sch.uk) and we will chase up your

enquiry. Communication with parents and carers is important to us, and we will continue to monitor this policy and our approach to improve the process further.

### How we contact you

Letters and communication will be sent to parents via email and posted on the school website <https://www.leenmillsprimary.co.uk/parents-area/>

The diary on the school website has all events on as does the fortnightly newsletter.

We may also contact you on the phone.

### Contact on school trips

A text message will be sent to say the children have arrived safely. Whilst on school trips staff have school mobile phones and will ring you directly if there is a problem, if you need to contact a teacher whilst on a trip, please ring school on 0115 9536688 and we will pass a message on.

Due to our safeguarding policies only school devices can be used to take photos, this means that when Wi-Fi is not available staff will not be able to post photos or respond to dojo messages. Photos will be posted on the children's return to school.

### School email addresses

Mrs Goldson, Head Teacher [head@leenmills.notts.sch.uk](mailto:head@leenmills.notts.sch.uk)

Mrs Davies, Assistant Head Teacher, [ndavies@leenmills.notts.sch.uk](mailto:ndavies@leenmills.notts.sch.uk)

Miss Owen, Assistant Head Teacher, SENDCo, [howen1@leenmills.notts.sch.uk](mailto:howen1@leenmills.notts.sch.uk)

Mr Hutchinson, KS1 lead, [ghutchinson@leenmills.notts.sch.uk](mailto:ghutchinson@leenmills.notts.sch.uk)

Mrs Evans, KS2 lead [cgoddard1@leenmills.notts.sch.uk](mailto:cgoddard1@leenmills.notts.sch.uk)

Miss Horton, Foundation Stage lead [ahorton@leenmills.notts.sch.uk](mailto:ahorton@leenmills.notts.sch.uk)

Miss Cook, [lcook@leenmills.notts.sch.uk](mailto:lcook@leenmills.notts.sch.uk)

Miss Evans, [jevans1@leenmills.notts.sch.uk](mailto:jevans1@leenmills.notts.sch.uk)

Mrs Samrai, [nsamrai@leenmills.notts.sch.uk](mailto:nsamrai@leenmills.notts.sch.uk)

Mrs Burrows-Smith [kburrows-smith@leenmills.notts.sch.uk](mailto:kburrows-smith@leenmills.notts.sch.uk)

Mrs Ablitt, [sablitt@leenmills.notts.sch.uk](mailto:sablitt@leenmills.notts.sch.uk)

Mrs Holmes [dholmes@leenmills.notts.sch.uk](mailto:dholmes@leenmills.notts.sch.uk)

Miss Davis [gdavis@leenmills.notts.sch.uk](mailto:gdavis@leenmills.notts.sch.uk)

Miss Shelton [sshelton@leenmills.notts.sch.uk](mailto:sshelton@leenmills.notts.sch.uk)