



Friday 22nd April 2022

Communication and Email Protocol for Parents / Carers

Dear Parents / Carers,

As we return to school to start the summer term we thought it would be helpful to remind parents and carers on the ways we value and encourage good communications between home and school.

During the pandemic your child's class teacher was not available on the playground for parents to ask those important quick questions or inform them of important information so we encouraged all parents to email the class teacher directly.

As we have now returned to a 'normal' way of working we believe our communication process needs to be improved to prevent information being missed or not reaching the key members of our staff. Therefore, we have created a Communication and Email Protocol for Parents and Carers.

We appreciate the positive and productive way the vast majority of our parents communicate with us and our new Communication and Email Protocol is intended to promote good communications between home and school and to clarify expectations. This protocol also ensures that teachers are able to prioritise our core goal of teaching. The protocol has been published on our website and is also attached with this letter.

Going forwards, all **non-urgent** communications to Oak Hill should be through email to office@oakhill-aspirations.org; or if you require our SENDCO please email Mrs Cronin at senco@oakhill-aspirations.org.

If your communication is **urgent** i.e. relates to a change to home time arrangements, medical needs etc. please call the School Office on 0208 890 4560.

If you have any general questions, please ensure you have checked the weekly email from your child's team leader as the majority of important dates and reminders are included in it every week. If you have a specific question for your child's class teacher, going forwards, all communications will need to be made via the school office on office@oakhill-aspirations.org or 0208 890 4560 and the message will be passed on. Your child's teacher is still available at the end of the day on the playground for general messages and quick questions.

The attached protocol informs parents and carers how to arrange face to face meetings, how to email a staff member and how to telephone the school so please do read it. If you have any questions or concerns surrounding this, please do not hesitate to contact us.

Thank you for your ongoing support.

Yours faithfully,

Mrs R Thomson
School Business Manager

