



## HOME-SCHOOL COMMUNICATION

### What we hope to receive from you

- Please communicate either by phone or email. ClassDojo is not always monitored and you may not receive a response
- Class Dojo can be used for non-urgent or brief day-to-day messages
- Notify us promptly by 9:30 AM on the day of absence due to illness
- When communicating, provide context to help the school office direct your inquiry effectively
- Stay updated by checking Arbor messages, ClassDojo and emails regarding school activities
- Ensure that communication with school either by phone or email is polite and respectful
- Be aware that responses may not be immediate and can take up to three working days

### What you can expect from us in return

- Letters and information will be communicated either via email or In-App message on Arbor
- Ensure regular and proactive communication regarding achievement and wellbeing
- Acknowledge receipt of an email - a more detailed response will follow usually within 2-3 working days in most circumstances
- Respond to emails, phone calls or requests for meetings usually within 2 working days
- Complete any requested paperwork within 10 working days
- Maintain polite and professional conduct at all times
- Address urgent matters with the necessary attention and urgency they deserve
- The school will complete SEND related paperwork within 10 working day