



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.
- 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 days.

