



Building the Foundation  
for the Future

## Communication at St. Swithun's Church of England VC Primary School

This is a message for all parents/carers of St. Swithun's Church of England VC Primary School about the ways that we communicate with parents/carers.

Communication is really important. We have been using Parentmail for most communication and payments for some time and this will continue to happen.

Please find below information that clearly outlines how we communicate with you and how you and your children can communicate with us.

### How you can contact the school:

You can find important information on our website [www.stswithunssandy.co.uk](http://www.stswithunssandy.co.uk).

You can ring us on 01767 680692 between 8:30am and 4:30pm, Monday to Friday. You can leave a message if we are busy or if it is out of hours.

You can email staff via the school office. The school office email address is [schooloffice@stswithuns.cbeds.co.uk](mailto:schooloffice@stswithuns.cbeds.co.uk). The school office will forward emails to staff members or deal with your query as is appropriate.

If you would like to meet a member of staff in person, please make an appointment with them directly by speaking to them at the classroom door or email the school office to make an appointment. Appointments to meet with Mrs Whitehurst should be made via the school office.

### How we will contact you:



**Parentmail** – the majority of messages to parents/carers will come from Parentmail. All parents/carers are given a letter to sign up for Parentmail when their child starts at the school. We will also use this to ask you to fill in forms for visits, permissions etc. and to pay for things like school trips.



**School Newsletter** – this is sent out weekly and includes dates for your diary, updates about school events and information from our weekly celebration assembly.



**Email** – We will use parentmail to send the majority of our communications. Emails sent to the school office account will be forwarded to teaching staff if required. Responses from teaching staff will be sent from the school office.



**Text Messaging** – we will use this for emergency and urgent announcements such as school closures, club cancellations and trip updates.



**Phone** - We will phone when we can, during normal working hours.

We will do our best to reply to a voice message or email within 24 hours.

We take safeguarding very seriously, so please be understanding if we protect young people by refusing to give out any information over the phone or by email.

If you need any further information please make an appointment to speak to Mrs Whitehurst.

