Dene House Primary School

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Communications Policy



Date of last review: Sep 2026

Date of next review: Sep 2027

Lead member of staff: Mr Lee Blake (Headteacher)

Introduction

Effective communication between school staff and families is essential for fostering a supportive and collaborative educational environment.

Our school communication policy is designed to streamline interactions, ensuring that each concern or inquiry is directed to the appropriate channel.

By clearly outlining procedures for various types of communication, we aim to enhance the effectiveness of our responses and maintain a positive relationship with our school community.

Please note that we operate a zero tolerance stance on any shouting or speaking aggressively, in person or over the phone. Also, verbal threats and discriminatory comments regarding age, sex, race, religion, disability, sexuality or gender, will not be tolerated. In the event any parent or carer is in breach of these expectations the school reserves the right to take necessary actions in line with our parent code of conduct.

Reporting Absences:

If your child will be absent from school, please telephone the school office by 9am to notify us.

Do not message class teachers directly on Class Dojo regarding absences.

Please see our attendance policy for more information

Medical Conditions & Allergies:

For any medical conditions, allergies, or health concerns, please telephone the school office.

The office staff will work with you and our school staff to ensure your child's medical needs are met at school.

Do not use Class Dojo to communicate about medical issues as these require direct consultation.

General Learning & Classroom Enquiries:

For questions about your child's learning, progress, homework, or classroom activities, please use the Class Dojo app to message your child's teacher directly.

Teachers will aim to respond to Dojo messages within 48 hours during the work week but will not be expected to reply in the evenings or at weekends.

All communication should be respectful and appropriate.

Safeguarding Concerns:

For any safeguarding questions or concerns, please telephone the school office immediately and ask to speak to a Designated Safeguarding Lead.

Do not use Class Dojo to communicate safeguarding issues as an urgent response may be required.

Complaints:

If you have a complaint regarding pupils, parents or staff, please telephone the school office and request to speak to Mr Blake or Mrs Watson.

Class Dojo should not be used to raise complaints as these require a direct discussion.

See our Complaints Policy for more information