Thurlstone Primary School
Communication Policy for Parents and Carers

Thurlstone Primary School values strong, respectful, and effective communication between home and school. To ensure consistency, clarity, and appropriate channels of communication, the following guidance applies:

Our Rationale
We know how important it is for parents and carers to feel connected and informed. By directing communication through the school office rather than ClassDojo, we can ensure that every message is seen, recorded and passed on to the right person. This helps us provide clear, timely, and accurate responses and ensures that staff can focus on teaching and supporting pupils during the school day. Thank you for helping us maintain an efficient and positive communication process.

Protecting Staff Work-Life Balance and Wellbeing
At Thurlstone Primary School, we are committed to safeguarding the wellbeing of our staff. Teachers need protected time away from school to rest and recharge so they can be at their best for our pupils. Using the proper communication channels helps prevent staff from feeling pressured to check or respond to messages outside of working hours, and supports a healthy work-life balance.

Use of ClassDojo:
- ClassDojo messaging/comments should **not** be used for direct communication or in an inappropriate way with teachers or staff regarding queries, concerns or requests.
- ClassDojo may only be used for messaging if **specific permission has been granted by the Headteachers for exceptional circumstances.**
- Parents or carers who continue to send messages via ClassDojo contrary to this policy will be **blocked from using the messaging facility**.
- Any messages sent via ClassDojo without prior agreement will not be acknowledged or responded to.

Primary Contact Methods – how you can communicate with us
Parents and carers must use the following official communication channels for all school-related communication:
- **Email:** Contact the school office - schooloffice@thurlstoneprimary.co.uk
- **Telephone:** Call the school office on 01226 762018

Using these channels ensures that:
- messages are directed to the correct staff member
- queries are logged, monitored, and responded to promptly
- safeguarding and confidentiality protocols are followed

Urgent Concerns
For urgent issues or matters requiring immediate attention, please telephone the school office.

……

Other Channels of Communication
P.T.F.A Communication (Parents, Teachers, Friends, Association)

The P.T.F.A are extremely active and work hard to uphold our ethos, whilst raising much needed funds for the school. All communication with the PTFA should be made through the Class List App which can be downloaded from your App store.

The parents and carers will need the following Apps for school communication:

- teachers2parents (specific texts)
- Class Dojo (general school information and diary dates: also includes the weekly newsletter called The Shuttle)

Parents will need the following App for P.T.F.A communication:

- Class List

Additional information about the school

We are really keen to ensure that parents, carers and friends of the family have insight to our school. We are active on **Facebook** and regularly share interesting highlights and information regarding subjects of interest from our local community.