



GRANGE COMMUNITY PRIMARY SCHOOL
Grange Road, Felixstowe, Suffolk IP11 2LA Telephone: 01394 283912
www.grange.omat.org.uk e-mail: admin@grange.omat.org.uk
Headteacher: Mrs G Havord BEd (Hons), NPQML, NPQSL



Fostering Learning at the Heart of Our Community

Communication at Grange Community Primary School

Schools have many lines of communication to maintain: with parents and carers, with other schools, with the community, with outside agencies, and within the school. Good communication between the school and the home is essential, and children achieve more when schools and parents work together and in partnership. Parents can naturally help more if they know what the school is trying to achieve.

In our school we aim to have clear and effective communications with all parents and with the wider community.

Our school aims to ensure all communications are:

- Clear
- Comprehensive
- Two way
- Timely
- Respectful and Responsible

We aim to communicate with parents and the school community in the following ways:

- Electronic Information – Class Dojo, school website and email services
- Written Information - Policies, letters, newsletters and information leaflets (as required and on request)
- Telephone Communication
- Informal/formal meetings

Electronic communication:

- Our school website contains policies, newsletters and term dates, class organisation information, curriculum information, management information, interesting links.
- Parents can contact school via email. Our email address is admin@grange.omat.org.uk Parents and external service providers are welcome to contact all school staff through this central point. All emails are treated with full confidentiality and may be forwarded to staff as appropriate. We will respond to parents' emails within 10 working days (during term time). We expect all communication to adhere to the OMAT Parent Code of Conduct which can be found on our website.
- Parents may also contact their child's teacher using Class Dojo, the guidance and expectation for the use of this platform are listed below.



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Parents should be aware that if the communication is urgent or a child protection and safety issue they contact the school by telephone.

ClassDojo Usage – Guidance and Expectations

Introduction

ClassDojo is a free online tool which offers many useful features including: Parent/Carer and Teacher communication as well as class/school newsfeeds. Grange Community Primary School will use ClassDojo for all of these features.

ClassDojo is compliant with the GDPR and parents/Carers give permission for the school to process their child's data on the system when they complete the data processing consent form.

How does Class Dojo work?

We use the ClassDojo App to communicate securely with parents/carers about their children online. The app offers a Facebook style interface which manages the flow of frequent information from school to home. We will use ClassDojo to keep in touch with you about school events, send reminders, send celebratory messages about learning and community activities.

Class Dojo has three main elements that we will be using:

- Digital Sticker points - Children will collect Dojo points from staff when they show positive behaviours linked to our school values and school rules.
- Class Story - general class news, photographs and celebrations, reminders and updates.
- School Story - news and photographs from across the school, informing you about whole school events and other whole school information and updates.

Parents/Carers and ClassDojo

ClassDojo is only available to parents and children registered at the school. Parents are reminded that they should not take images from ClassDojo and post them elsewhere online. What is posted in Dojo stays in Dojo. Breaching this requirement will lead to account suspension.



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Only parents/carers will be given access codes to ClassDojo. Any additional adults will only be accepted in special circumstances.

Parents/Carers can view their child's class and school story feed. They can like and comment on class posts. They can also message their child's class teacher.

Parents/Carers can message teachers; however, staff are only required to respond during the hours of 8am – 4:30pm Monday-Friday as the rest of the time teachers are set on 'quiet time'. Please be aware that an immediate response cannot be expected, as the main priority of staff is to teach, and a response will be given as soon as possible, during the working hours.

Dojo should not be used for the following matters should always go through the School

Office/Contact Form:

- Absence (such as medical appointments)
- Sickness
- School lunch enquiries
- Complaints
- Music lessons
- Urgent messages (e.g. collection of children)

Parents who do not use the messaging system correctly will be given one warning before being taken off ClassDojo.

Monitoring of the expectations

It is the responsibility of all members of staff who use ClassDojo to ensure it is used according to this policy. Monitoring of the policy will be by Senior Leaders who will view the Class Dojo page at regular intervals to ensure the policy is being adhered to.

Grange Community Primary School teachers, parents & Carers who participate in ClassDojo agree to the terms of the Code of Conduct. If these terms are breached, the Headteacher of Grange Community Primary School will decide on an appropriate course of action.

For more information about ClassDojo please refer to: <https://www.classdojo.com/en-GB/#LearnMore>