



## Communication expectations

	Phone call to school office 02380 862530	Dojo Message	General Email: admin@oakfield.academy	Email to SENCo Plight- rowell@oakfield.academy	Email to Miss Bray head@oakfield.academy
<b>What should I communicate through these channels?</b>	<ul style="list-style-type: none"> <li>• Child absence</li> <li>• Change of pick up/drop off arrangements</li> <li>• Request a callback from a class teacher/adult in school about my child's learning or an incident</li> <li>• Booking a meeting with an adult in school who isn't my child's class teacher</li> <li>• A question about an upcoming <b>school</b> event</li> </ul>	<ul style="list-style-type: none"> <li>• A question about learning</li> <li>• Contextual information about a child i.e they are feeling unwell/ have had a difficult morning etc</li> <li>• A question about an upcoming <b>class</b> event</li> <li>• A question about something specifically involving your child at school eg: an incident that has occurred</li> <li>• Booking a meeting with my child's class teacher</li> </ul>	<ul style="list-style-type: none"> <li>• A question about phonics, spelling or intervention grouping email</li> <li>• A notification about permission for a child to walk home (Y5 and 6 only)</li> <li>• A specific question/ request to be forwarded to a member of staff</li> </ul>	<ul style="list-style-type: none"> <li>• A question regarding SEN needs if you feel this hasn't been resolved by the class teacher</li> </ul>	<ul style="list-style-type: none"> <li>• Concerns around support in place for their child</li> <li>• Request a meeting around SEN</li> <li>• Concerns that have been raised through the flowchart which haven't been addressed</li> </ul>
<b>When is the best time to use these channels?</b>	Between 8am and 3.30pm	Between 8am - 5pm	Anytime	Anytime	Anytime
<b>How long until I can expect a response?</b>	<ul style="list-style-type: none"> <li>• Immediately</li> <li>• Request for callback will endeavour to be on the same day where possible.</li> </ul>	<ul style="list-style-type: none"> <li>• Within 24 hours unless they are out of school, ill or otherwise unable to respond.</li> </ul>	<p>We do not expect our staff to check or respond to emails when they are not at work, for example during evenings, weekends or the holidays. We do our best to read emails and respond to them as soon as possible and we value your patience with this</p> <ul style="list-style-type: none"> <li>• An acknowledgment within a day, any emails forwarded to a member of staff will be responded to within 5 working days</li> </ul>	<p>We do not expect our staff to check or respond to emails when they are not at work, for example during evenings, weekends or the holidays. We do our best to read emails and respond to them as soon as possible and we value your patience with this</p> <ul style="list-style-type: none"> <li>• An acknowledgment within a day, any emails forwarded to a member of staff will be responded to within 5 working days</li> </ul>	<p>We do not expect our staff to check or respond to emails when they are not at work, for example during evenings, weekends or the holidays. We do our best to read emails and respond to them as soon as possible and we value your patience with this</p> <ul style="list-style-type: none"> <li>• An acknowledgment within a day, any emails forwarded to a member of staff will be responded to within 5 working days</li> </ul>



## **Communication expectations**

**For matters directly concerning your child**, the first point of contact should be their class teacher, who is highly familiar with their academic progress and day-to-day experiences. Their teacher can offer specific insights and guidance tailored to your child's individual needs. You can contact them in person, by arranging a meeting via the school office or smaller, more informal matters, Dojo is available.

**If your concern pertains to more sensitive issues**, such as well-being or safety, please contact our safeguarding lead, Miss Poole, at [cp@oakfield.academy](mailto:cp@oakfield.academy). Her small team is equipped to handle such matters with the utmost care and discretion.

**For broader issues related to the school**, or if your concern requires higher-level intervention, Miss Bray, the Head of School, can be contacted at [head@oakfield.academy](mailto:head@oakfield.academy). She oversees the overall operations of the school and can address issues that go beyond the classroom environment.

### **Complaints.**

- We encourage good communication between parents and school. On rare occasions, we may disagree with each other, often this can be as a result of miscommunication on either or both sides. When you feel something isn't right we urge you to talk to us so that we can try and resolve this. We hope that you never have to make a complaint, but if you do, please follow the information below so that it can be resolved.
- If you find that a disagreement occurs, we would like to draw your attention to our Parental Complaints Code of Conduct, which can be found on our website <https://www.oakfield.hants.sch.uk/for-families/complaints> This is where you will also find the link to our **complaints form**. Only complaints sent in this way will be treated as a complaint to ensure it is recorded and responded to appropriately within the policy.