



Wood Field Primary School

Headteacher: Miss L Rodger
Head of Oak Field Base: Miss C Worthy

Wood Field and Oak Field

Stanley Park Road
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Dear Parents and Carers

Channels of Communication

As you are aware, access to and use of social media is common these days and has become second nature to many of us. With this in mind, we wanted to provide you with some advice that is intended to help improve channels of communication between families and schools.

If you, as parents or carers have any concerns about matters taking place at school, please address them through the appropriate channel – we understand that in a school of this size it can often be confusing as to who is the most appropriate person and so below there is information on this for each year group. By speaking to the designated person, rather than expressing your concerns online, it means we can work together to address your concerns as quickly as possible.

We try to use our Twitter and Instagram feeds and PING to send reminders of events and the office will always have information available. We try to keep you as informed as possible with the weekly year group specific newsletters. Whole school newsletters will now be sent half termly.

Whilst I appreciate that social media can be useful to find the answers to questions, we have found that there have been instances of questions being answered incorrectly.

I would recommend that all parents and carers contact the school office or the appropriate member of staff as listed below if you have any concerns or complaints about any aspect of school life. We want to continue to work with families to feel supported and we welcome the opportunity to work with you and answer your questions.

I have also included the parent behaviour policy as a reminder that it is important for communication to be in a positive manner at all times and that as a school the governors and myself will not accept staff being treated in an unacceptable manner.

We are really looking forward to a hopefully normal and exciting year ahead.

Many Thanks

Laura Rodger
Head Teacher

'I need to speak to someone at school ... who should I speak to?'

Year Group	In the first instance...	Next... Year Group Lead	Then...Phase Manager
Reception	Class Teacher	Miss Bourne	Miss Greenwood
Year 1	Class Teacher	Miss Tribe	Miss Greenwood
Year 2	Class Teacher	Miss Tribe	Miss Greenwood
Year 3	Class Teacher	Miss Neilson	Miss McManus
Year 4	Class Teacher	Miss Carter	Miss McManus
Year 5	Class Teacher	Mrs Bansal	Miss Johnston
Year 6	Class Teacher	Mrs Welsh	Miss Johnston

If you feel there is a Safeguarding issue please speak to Miss Burrell.

If you have concerns regarding SEN please see either Mrs Fowkes-Smith or Mrs Sills.

If you feel you need to speak to someone after the table above as you feel your issue has not been adequately resolved through these channels, please speak to one of the Assistant Heads; either Miss Burrell, Miss Ryan or Mrs Sills. Finally, then if they feel it is necessary they will inform Miss Rodger and arrange a meeting.

By following this we should ensure we can quickly resolve any issues.