



Greenside Communication Policy

Date	Revised amendment details	By whom
2026	<i>Implemented by school</i>	<i>Ciara Finney</i>
2027	<i>Review</i>	<i>Ciara Finney</i>

Communication at Greenside

Who do I contact, and how?

At Greenside, we really value the relationship between home and school. Good communication helps us work together, resolve concerns quickly and, most importantly, make sure our children are happy, safe and well supported.

We are a small school with a dedicated team, and one of our strengths is that we know our children and families incredibly well. We want to remain approachable and accessible, and we never want families to feel that they cannot talk to us.

At the same time, schools are incredibly busy environments. Throughout the day, our team may be teaching, supporting children, managing safeguarding or SEND, meeting families, running clubs, covering staff absence and dealing with the many unexpected things that are part of school life!

With lots of new families joining Greenside this year, we thought it would be helpful to make our communication routes really clear. Getting your message to the right person, through the right channel means that we can usually help you much more quickly.

At a glance - who should I contact?

Practical or logistical question?

→ Ms Kalea Williams / Admin Inbox at: admin@greensideschool.org. Please note that in the absence of Ms Williams, this inbox is managed by Meral Sir Thomas and the Headteacher.

Question or concern about your child's day-to-day school experience?

→ Teaching staff / ClassDojo

Teaching, learning or concern that needs further support?

→ Ms Felicity Self, Deputy Headteacher via Class Dojo, or email at: felicitys@greensideschool.org

SEND, inclusion or additional needs?

→ Ms Sophie Weitzman, Assistant Headteacher for Inclusion / SENDCo via email at: sophiew@greensideschool.org

Significant or unresolved concern requiring further escalation?

→ Ms Ciara Finney, Headteacher via Class Dojo or email at ciaraf@greensideschool.org

Something urgent or that the school needs to know today?

→ Telephone the School Office on 0208 0743 6421

Urgent safeguarding concern?

→ Contact the school immediately and make clear that it is a safeguarding matter. You can also use the safeguarding email address: safeguarding@greensideschool.org. A reminder

that our Designated Safeguarding Lead is Ciara Finney, the Headteacher. The Deputy DSLs are Felicity Self, Sophie Weitzman and Karishma Mehta.

Not sure who you need?

→ Send it to the Admin Inbox and Ms Williams will make sure it reaches the right person.

Practical and logistical questions

I have a general question and I'm not sure who deals with it

Contact: Ms Williams via the Admin Inbox

Ms Williams should be your first point of contact for general administrative and logistical enquiries.

This includes things such as:

- clubs and activities
- lunches
- payments
- forms and permissions
- trips
- uniform queries
- collection arrangements
- Breakfast Club and After School Club
- letters and dates
- appointments
- general school administration
- changes to contact details

You don't need to work out which individual member of staff deals with your question. If Ms Williams cannot answer it directly, she will make sure it is passed to the most appropriate member of the team.

This is usually much quicker than emailing individual members of staff about administrative matters.

My child is going to be absent

Please either phone the school office, leaving a message if there is no answer, or email the admin inbox.

Please provide your child's full name, class and the reason for their absence.

Requests for planned absence during term time should be made through the school office. You can access the form [here](#) or collect a copy from the front desk.

I need to change my child's collection arrangements

Please contact the Admin Inbox or School Office as early as possible.

For safeguarding reasons, please do not rely on a ClassDojo message or an email to an individual member of staff for changes to collection arrangements. Teachers may be teaching and unable to check messages during the school day.

I need the school to know something today

If something is urgent or needs to reach us during the school day, please telephone the School Office or email admin rather than emailing or messaging an individual member of staff.

Emails and ClassDojo are not monitored continuously, particularly by staff who are working directly with children.

Questions or concerns about your child

I have a question about something happening in school

For most questions about your child's day-to-day experience, their class teacher is usually the best place to start.

This might include:

- learning or progress
- friendships
- behaviour
- homework
- something your child has told you about
- changes you have noticed in your child
- classroom routines or expectations

Teachers know your child and what is happening in their classroom and can often clarify or resolve something very quickly.

However, you are also welcome to contact any member of the teaching staff through ClassDojo. It does not have to be your child's current class teacher.

Another member of staff may know your child particularly well, may have been involved in something you would like to discuss, or may simply be the most appropriate person to answer your question.

Can I speak to someone at the gate?

Absolutely.

Being a small, approachable school is really important to us, and we want families to know the people who teach, support and lead their children.

Members of the Senior Leadership Team make every effort to be available on the gate each morning, alongside other members of staff. Please do come and say hello, ask a quick question or let us know if there is something we need to be aware of.

The gate is often a really useful opportunity for a quick conversation, but it isn't always the right place for something sensitive, complex or likely to need more time. Mornings are busy and staff also need to ensure that children enter school safely and that the day gets off to a positive start.

If we can't give something the attention it deserves at the gate, we may ask you to contact us through the appropriate channel or arrange a time when we can talk properly. We ask families not to arrive at school expecting staff to be available for an unscheduled meeting.

This isn't because we don't want to speak to you - it simply means we want to be able to listen and respond properly.

What if my concern isn't resolved?

We want families to raise concerns with us, and we would much rather know when something doesn't feel right.

Most concerns can be resolved through a conversation with the class teacher or relevant member of teaching staff. Where further support is needed, we ask families to follow the pathway below.

1. Teaching Staff

For most concerns about your child's school experience, please begin with their class teacher or the relevant member of teaching staff.

They are closest to the situation and should have the opportunity to understand the concern, provide context and work with you to resolve it.

2. Relevant Senior Leader

If you have discussed the matter with teaching staff and it requires further support, the next point of contact will depend on the nature of your concern.

Teaching, learning, curriculum or wider classroom concerns that feel unresolved

Felicity Self - Deputy Headteacher

Felicity oversees teaching and learning and the curriculum across Greenside. She can support where a concern in these areas has not been resolved at class-teacher level.

SEND, inclusion or additional needs

Sophie Weitzman - Assistant Headteacher for Inclusion / SENDCo

Sophie oversees SEND and inclusion across the school and can support families with concerns relating to additional needs, provision and support.

Further escalation - Headteacher

Ciara Finney - Headteacher

Where a matter remains unresolved following the appropriate steps above, is particularly significant, or requires further escalation, it can be raised with the Headteacher.

As Headteacher, Ciara has responsibility for the school as a whole. This means that, in most circumstances, families will be asked to work through the class teacher and relevant senior leader before a matter is escalated.

This isn't about making it difficult to speak to the Headteacher. It ensures that the people closest to the situation have had an opportunity to understand and resolve it and means that, when Headteacher involvement is needed, there is a clear picture of what has already happened.

For formal complaints that go beyond our internal process, families should follow TEFAT's [Complaints Policy](#), which is available on our website.

SEND and additional needs

If you would like to discuss your child's learning or something you have noticed in the classroom, their class teacher is usually the best place to start.

Teachers are responsible for the day-to-day provision and support for children in their class.

Where there are wider concerns around SEND, additional needs, reasonable adjustments or provision, families can contact:

Sophie Weitzman - Assistant Headteacher for Inclusion / SENDCo

Depending on the situation, Sophie may work with the class teacher, family and other professionals to determine the most appropriate next steps.

Safeguarding

Safeguarding is different from our usual communication pathway.

If you are concerned that a child may be at risk of harm or have an urgent concern about a child's safety or wellbeing, please contact the school immediately and tell the office that you need to share a safeguarding concern.

Safeguarding matters will always be prioritised and passed to a member of our safeguarding team.

If you believe a child is in immediate danger, please contact the emergency services.

Which communication platform should I use, and which will we use?

We know that schools now use lots of different systems, which can sometimes make it difficult to know where to send something. At Greenside, each platform has a slightly different purpose.

Letters

We are aware that not every family will be checking Class Dojo regularly, so key information will be shared through letters, which will come from either the school office or senior leaders via the email addresses we have on record for you. We aim to share key dates, also available on our [calendar](#) at the beginning of every half term. It is then our aim that things do not change, but in the event that they do, we will let you know via email. We will also publish a half-termly newsletter, sharing information and news.

Urgent communication from school

Where we need to communicate urgent or unexpected information - for example, an emergency closure or significant change to the school day - we will contact families using the email and/or telephone details held on our system. It is therefore important that families keep their contact details up to date.

ClassDojo

ClassDojo is our main platform for day-to-day communication between families and teaching staff.

Families can message any member of the teaching staff through ClassDojo - it does not have to be your child's current class teacher.

ClassDojo is also used for class and school updates, reminders, photographs, celebrations and sharing some of the wonderful things happening at Greenside. We will also use the Class Story function to share reminders, news and less formal updates. This is to endeavour not to overwhelm inboxes with messages that are not crucial. We know that you are busy.

Please remember that staff are working with children throughout the school day and are not expected to monitor ClassDojo continuously or respond immediately.

Please do not use ClassDojo for:

- urgent or time-sensitive messages
- changes to collection arrangements
- reporting absence
- urgent safeguarding concerns
- formal complaints

For anything that the school needs to know that day, please contact the School Office.

Admin Inbox

Use this for practical, logistical and administrative questions.

Kalea monitors this inbox and will either respond directly or make sure your enquiry reaches the appropriate member of staff.

If you're ever unsure who to contact, start here.

Email

Email can be used to contact the relevant senior member of staff where a conversation or response is required.

Please remember that staff working with children are not able to monitor their inbox continuously, and there should be no expectation of an immediate response.

Telephone

Please telephone the school where something is urgent or needs to reach us that day.

Website

Our website contains key information including policies, term dates, curriculum information, letters and other important school information.

We are continuing to develop our website this year so that families can find more of the information they need quickly and easily.

When should I expect a response?

We understand that when something concerns your child, it feels important and you may be keen to receive a response quickly.

We will always try to respond as promptly as we reasonably can.

Our aim is to acknowledge communication within 2 working days. Some matters can be answered quickly, while others may take longer because we need to speak to members of staff, establish what has happened or seek further advice before responding fully.

Please remember that teachers' priority during the school day is the children in their care. They are not expected to check or respond to emails or ClassDojo messages while teaching.

Staff are also not expected to respond to routine communication during evenings, weekends or school holidays.

If something genuinely cannot wait, please telephone the school.

Working together

One of the things we love about Greenside is the close relationship we have with our families. We don't want a communication protocol to change that.

It is simply there to help everyone know where to go, who to speak to and what to expect.

We are a small team balancing a great deal, and occasionally we may not get everything right first time. We will, however, always aim to listen, communicate respectfully and work constructively with families.

In return, we ask families to communicate respectfully with our staff, use the appropriate channels and allow reasonable time for a response. We understand that concerns about children can sometimes feel emotive. However, unreasonable communication towards staff will not be accepted. Where necessary, the school may set boundaries around how communication takes place.

Following these routes helps us protect teachers' time, resolve issues at the right level and ensure that senior leaders can focus their attention where it is most needed.

Most importantly, it allows all of us to keep our focus on the same thing: the children at the heart of Greenside.

