

Communication

We are committed to maintaining clear communication channels with our parents and families. We have worked hard to establish our expectations with the staff team so that everything is communicated to you in a clear and timely manner. Following consultation with parents in May 2023 the following plan for communication at Chandag Primary was agreed:

- **Newsletter:** everything will be communicated in the weekly newsletter which will be sent to you via BROMCOM and uploaded onto the [website](#) every Friday by 4pm. This will provide you with all essential information and dates and will be our prime channel of communication with you. Year group updates and photos will be shared fortnightly in the newsletter. Where you are having issues with the newsletter link on BROMCOM you should go directly to the school website where you can easily find the latest newsletter. A calendar of dates will always appear at the top of the newsletter for quick access.
- **BROMCOM reminders:** we will send you reminders and links via BROMCOM
- **Website - all newsletters and letters will be on the school website:** this is where BROMCOM takes you to. Our new school website includes class pages and information on policies and curriculum as well as support for learning at home.
- **Letters:** occasionally we may send you an electronic letter which is separate to the newsletter. This will usually only be for year group specific information such as trips and swimming.
- **Facebook:** you can follow us on our [Facebook page](#). This will be used to promote the school and share things that we are proud of. You will not see events announced on Facebook but we may occasionally use it to post reminders of events that have previously been announced in the newsletter.
- **Timings:** all key dates for the new term will be shared with you via the newsletter/website by the end of the previous term (apart from term 1 when it is shared in the first week back). Changes to dates will not be made except in exceptional circumstances.
- **New dates and events:** occasionally we may add dates and events during the term but there will not be less than two weeks notice for any events and this will be communicated very clearly to you.
- **All parent/carer communication should go via the main school office.** You can either visit in person 8.30am-3.30pm or you may telephone the office on 0117 986 4129 or email enquiries@chandagschool.org.uk. All emails to staff must be sent to this address and not to teachers directly. You will receive an email from the office to acknowledge your email and it will be passed on to the relevant member of staff that same day. Class teachers will respond within 48 hours of receiving an email from the office.
- **Day-to-day communication with teachers:** staff will greet you and the children at the classroom door each day and they are happy to take quick messages such as a change to a home time arrangement. However, if you need time to chat to the teacher or you would like to raise a concern then this will need to occur after school and the teachers would be happy to arrange an appointment with you or to call you later in the day.