



Communication:

We believe that pupils are likely to get the most from their education when there is a strong sense of partnership between home and school. This partnership must be based on good communications and we would encourage you to contact the school whenever you feel this is necessary.

Class Dojo:

We use Class Dojo to share class updates and to record and celebrate house points. We do not use it for messaging individuals.

Email & School Spider:

Our main forms of communication are email and School Spider. School Spider is an app, that if notifications are enabled, will promptly notify you of any communication from us. School Spider is predominantly used to communicate general information with you. If we require a text response from you via spider, this will be made clear in the body of the message, otherwise, please use email or telephone the office.



We understand that there will be instances when you may need to contact an individual member of staff; therefore I am providing the relevant email addresses for you, should the need arise (please see overleaf for these).

Website:

Our school website is where you will find information relevant to your child's class. Teachers update the Class Pages section of the website regularly to share information with you. Photographs of the children (where authorised) will also be posted here when appropriate. Please note that this is information page, and not a social media feed. It will be updated when new information needs to be communicated.



Who to contact if you have a query:

If your query relates to a non-academic issue, we ask that you contact Mrs Bowen admin@twynning.gloucs.sch.uk or Miss Gladstone head@twynning.gloucs.sch.uk who are the first point of contact regarding any pastoral issues. They will liaise with your child's class teacher if this is necessary.

If your query relates to an academic issue, we ask that you contact your child's teacher in the first instance. It may be appropriate on certain occasions to contact Miss Gladstone or Mr Davies first, rather than the teacher directly; however, this should not normally be the case.

How to contact us:



Telephone

The Office can be reached on 01684 293577 up to 16:30 Monday – Friday.

Email addresses



If you need to email a member of staff, our staff email addresses are listed here:



Owls – Mr Davies – mdavies@twyning.gloucs.sch.uk



Hedgehogs – Miss Taylor (Monday – Thursday) – itaylor@twyning.gloucs.sch.uk



Foxes – Mrs Mulligan – emulligan@twyning.gloucs.sch.uk



Squirrels – Miss Ray (Monday – Wednesday) – hray@twyning.gloucs.sch.uk



Squirrels – Mrs Wiseman (Thursday & Friday) – jwiseman@twyning.gloucs.sch.uk

Rabbits – Miss Copson – hcopson@twyning.gloucs.sch.uk

SENDco – Mrs Lowe – llowe@twyning.gloucs.sch.uk

P.E. / Hedgehogs on Friday – Mrs Leggett – jleggett@twyning.gloucs.sch.uk

Headteacher – Miss Gladstone – head@twyning.gloucs.sch.uk

We ask that you only send the email directly to *one* person, although in some cases you may wish to copy (cc) another member(s) of staff for information, so that they are aware of your contact.

Typically, emails will normally be responded to within 2 working days during term time. This response time may be slightly longer if the query is directed to part-time staff.

Staff emails are not monitored outside of school hours; however, some members of staff may choose to respond to emails outside of their working school day. This is actively discouraged in order to promote a healthy work/life balance for our staff.

Meetings in person:

There are times when you may prefer to have a conversation in person with a member of staff. If this is the case, please use one of the above forms of communication to request a meeting at a mutually convenient time.

Individual staff are unlikely to be available to deal personally with an issue if parents arrive at school without an agreed appointment.

On extremely rare occasions, staff are faced with abusive, aggressive and unreasonable conduct. As in many organisations, behaviour of this nature will not be tolerated either face to face or over the telephone.

Emergencies:

In the case of an urgent message, needing to be relayed to your child or a member of the school's Senior Leadership Team, please telephone the School Office.