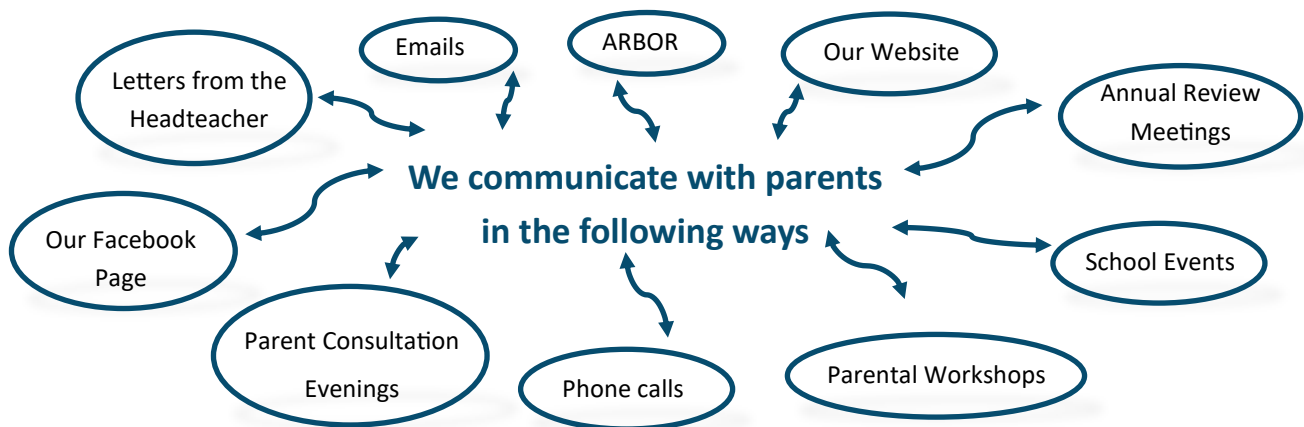


Chellow Heights Communication Strategy

Communication is a fundamental aspect of school life and we recognise the importance it plays in creating a positive, purposeful and safe environment for us all.



Some conversations are best face to face, others given their nature, may be quickly resolved by phone, email or class Arbor message.

All meetings with staff must be booked in advance — this is to avoid disappointment as many of our staff are teaching/in meetings throughout the day. Anyone arriving to reception unannounced will be advised to request a meeting via the school office email address.

Arbor, Parent Portal: 8am-4.30pm ◆ **Phone call to the School Office: 8am-4pm**

Frequently asked questions:

- | | | |
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| How will I receive photos of my child? | ➔ | Via Arbor, End of Year Report, Annual Review, Social Media if you have provided permission |
| How do I find out about my child's day? | ➔ | Email school via Arbor |
| I have information regarding my child of a sensitive nature e.g. change in family circumstances/behaviour, concerns about something in class - how do I inform school? | ➔ | Phone call to school office directed to class teacher |
| I have a complaint about school - what do I do? | ➔ | Follow Complaints Policy available on our website |
| Where do I find information about the school day? | ➔ | Our Website, curriculum information, school calendar |
| How can I learn new skills and meet other Chellow Height parents? | ➔ | By attending our Parent Workshops and school events |
| How will I be updated about my child's progress? | ➔ | By attending Annual Reviews and Parent Consultation |