

## Communication Strategy

### September 2023



The school's primary way of communicating with parents is via email, sent using Parentmail. Urgent messages, such as school closure due to snow, are sent via text message.

For all general information, please refer to the school website – [buttsbury-jun.essex.sch.uk](http://buttsbury-jun.essex.sch.uk) where you will find:

- School newsletters
- School letters – on the Year Group Pages
- Annual diary dates
- Information about clubs
- School policies
- Key information, such as the lunch menu

For other information, please follow the guidelines below –

#### **To report a safeguarding concern about a child:**

Please click on the 'Reporting Concerns About A Child' tab on the Home Page of the school's website and follow the guidance given via the link.

#### **General Administrative Queries:**

If you are unable to find the information you require on the school website, please call the School Office on 01277 623217 or email: [admin@buttsbury-jun.essex.sch.uk](mailto:admin@buttsbury-jun.essex.sch.uk). Please remember to include your child's full name and class in the email header.

#### **Absence:**

Please report your child's absence using the Studybugs app.

Please include your child's full name, class and a short summary of the reason for their absence, which needs to include their symptoms.

#### **Concerns about your child:**

In the first instance, please contact your child's class teacher to discuss your concerns. This could be by contacting the School Office to request a phone call or arrange a meeting with your child's class teacher or by sending an email to the year group email account –

Year 3 – [bjsyear3@buttsbury-jun.essex.sch.uk](mailto:bjsyear3@buttsbury-jun.essex.sch.uk)

Year 4 – [bjsyear4@buttsbury-jun.essex.sch.uk](mailto:bjsyear4@buttsbury-jun.essex.sch.uk)

Year 5 – [bjsyear5@buttsbury-jun.essex.sch.uk](mailto:bjsyear5@buttsbury-jun.essex.sch.uk)

Year 6 – [bjsyear6@buttsbury-jun.essex.sch.uk](mailto:bjsyear6@buttsbury-jun.essex.sch.uk)

Please keep emails brief and try to avoid sending emails too often.

Please note that these accounts are not monitored before 8.00am each day and after 4.30pm. Please do not use the Year Group email accounts for urgent concerns – these should be sent via the School Office.

If you still have concerns, having spoken to your child's class teacher, please contact the Year Group Leader – unless your child's teacher is their Year Group Leader, in which case, you should contact the Headteacher.

### **Out of School Success:**

Please send details of 'Out of School Successes' to [head@buttsbury-jun.essex.sch.uk](mailto:head@buttsbury-jun.essex.sch.uk). Please include your child's name, class and 'Out of School' success in the email title,

### **Alleged Bullying, Racist or Homophobic Comments:**

Any concerns relating to alleged bullying, racist or homophobic comments should be sent directly to the Headteacher – [head@buttsbury-jun.essex.sch.uk](mailto:head@buttsbury-jun.essex.sch.uk) – or by phoning the School Office to request a phone call or arrange a meeting. Please include your child's name, class and the reason for the email, in the title.

### **Other Concerns:**

If you have ongoing concerns that have not been resolved by the class teacher or year group leader, please contact the Headteacher – [head@buttsbury-jun.essex.sch.uk](mailto:head@buttsbury-jun.essex.sch.uk) or phone the School Office to request a phone call or arrange a meeting.

Your first point of contact should always be your child's class teacher as they know your child the best.

### **Complaints:**

Complaints should initially be sent to the Headteacher in the first instance unless the complaint is about the Headteacher, in which case, it should be sent to the Chair of Trustees, via [admin@buttsbury-jun.essex.sch.uk](mailto:admin@buttsbury-jun.essex.sch.uk)

Please refer to the school's Complaints Procedure, which is available on the school website, for further details.

We will endeavour to respond to all emails within the school day they are received; however, please be aware that emails sent after 4.30pm will not ordinarily be responded to until the next working day.