

# Wellesley Park Primary School

Reaching for Success Together

01823 664876  
www.wellesleyparkschool.co.uk  
office@wellesleyparkschool.com



Wellesley Park Primary School  
Homefield  
Wellington  
Somerset  
TA21 9AJ

**Executive Headteacher:** Sarah Watson  
**Headteacher:** Carly Wilkins

14<sup>th</sup> July 2023

Dear Parents/Carers,

## Changes to Communications Protocol

I am writing to you in order to communicate changes to the schools' communications protocol. These will come into effect in from September 2023.

Our current communication strategy has been the use of Class Dojo. This is a system which I implemented, when I became Headteacher at Wellesley Park Primary School. The use of Class Dojo changed, during the pandemic, to enable us as a school to support children and families. When utilised effectively, it is a great tool and has been an important part of our communication with families.

As part of a staff review, we have discussed how we communicate with you as families including sharing our learning and enrichment successes with you, whilst continuing to prioritise the teaching of our children. Therefore, we will be using our school Facebook page to share learning and celebrate our children's/class achievements. ***Please ensure that your permissions are correct if you would like your child's photograph or video to be uploaded to our school social media page. If you are unsure of your current social media consent, please check/update with your class teacher.***

Please see our slightly adjusted, but renewed, system of communication – in conjunction with our communication flow chart/complaints policy:

Item/Concern/Sharing learning	Communication Protocol
Housekeeping eg. lost jumper	a) Dojo chat function b) Speak to a staff member at the class door
Celebrate and share learning	a) School Facebook Page b) School Newsletter – these will be sent home twice a half term c) Termly year group overviews will be sent home detailing the learning for the upcoming term
School communication eg. letters regarding information, visits, activities etc	a) These will be shared via our Email@school communication system and no longer on dojo
Query/ instruction over school drop off/pick up or Medical information	b) Email to <a href="mailto:office@wellesleyparkschool.com">office@wellesleyparkschool.com</a> or phone call to the school office c) Speak to a staff member at the class door
Query/ instruction over "Dukes' wraparound care/Magic Booking	a) Email to <a href="mailto:office@wellesleyparkschool.com">office@wellesleyparkschool.com</a> or phone call to the school office b) Speak to a member of staff from Dukes
Safeguarding Concern	a) Email to <a href="mailto:office@wellesleyparkschool.com">office@wellesleyparkschool.com</a> or phone call to the school office - asking to

	<p>Speak to a member of the Safeguarding Team</p>
<p>Concern over school happiness/friendship issues/issue from previous day</p>	<p>a) Dojo chat function  b) Speak to a staff member at the class door  c) Email to <a href="mailto:office@wellesleyparkschool.com">office@wellesleyparkschool.com</a> or phone call to the school office</p>
<p>SEND concerns</p>	<p>a) In the first instance, please ensure that you discuss any concerns with class teacher  b) If concerns continue and you would like to talk to our school SENDco then please email <a href="mailto:office@wellesleyparkschool.com">office@wellesleyparkschool.com</a></p>
<p>Ongoing concerns OR significant event (all steps are in line with Complaints Policy)</p>	<p>a) Dojo Chat Function to organise a meeting/phone call with class teacher.  b) Email to <a href="mailto:office@wellesleyparkschool.com">office@wellesleyparkschool.com</a> or phone call to the school office  - <b>FAO Class teacher - a meeting/phone call will then be scheduled</b></p> <p>If the concern persists:  c) Email to <a href="mailto:office@wellesleyparkschool.com">office@wellesleyparkschool.com</a> or phone call to the school office  - <b>FAO phase leader (or Miss Baines as Deputy Headteacher) if class teacher is phase leader - a meeting will then be scheduled</b></p> <p>If the concern persists:  d) Email to <a href="mailto:office@wellesleyparkschool.com">office@wellesleyparkschool.com</a> or phone call to the school office  - <b>FAO Miss Baines Deputy Headteacher - a meeting will then be scheduled</b></p> <p>If matters persist, the Complaints Policy will outline further steps.</p>

The above, in many ways, is already in place and used on a daily basis – there is only greater emphasis on this process with the removal of learning being shared on Class Dojo pages.

Many thanks for your support in this matter.

Best wishes,

*Carly Wilkins*

Headteacher



**Respect, Resilience, Integrity, Tolerance, Responsibility, Excellence**

Wellesley Park is committed to safeguarding and promoting the welfare of the children and expects all staff to share this commitment