

Kings Mill Communication Protocol

We communicate with our families in many different ways, depending on what it is we need to communicate and how urgent it is. **It is important that you are able to use and access all of the methods of communication listed below as in an attempt to reduce our impact on the environment we rarely send out paper based documentation.**

The table below indicates what we typically communicate and via which method, as well as how you can communicate with us.

We expect that communications between all parties will be mutually respectful.

School/Residence to home

Method of communication	For what reason	Other information
ARBOR 	• In app notifications from school • Notification of trips • Consent forms for trips • Update your personal information i.e. phone numbers, address • Payments of School meals • Any other payment items	You will receive a welcome email once your child has started school. You won't be able to log in before. This can be downloaded from the App store or Play store.
Medical Tracker 	• record and track first aid incidents that involve pupils • log and track medication conditions and administration for pupils • email promptly following a first aid incident	You will receive a welcome letter once your child has started school. You won't be able to log in before. This is not an App. Emails will be sent from donotreply@medicaltracker.co.uk, please add this address to your email address book to prevent messages being blocked by spam filters.
Emails 	• To discuss any issues / share information between home and teacher where Dojo would be inappropriate. • Reminders • Notices - sometimes urgent ones	If you change your email address it's important to let us know kingsmill.specialschool@eastriding.gov.uk

Dojo messages 	- Teachers / support staff / Residence send messages via the Dojo app that are only applicable to your child and their class. e.g. trip reminders, bringing things into school, - Teachers and LSAs will send you information about your child's day and any achievements so you are able to celebrate with them at home. - You are able to respond directly to the person who sent the message (see below in Home to School section) - Children are given dojo points for good work, behaviour etc - via this app you can see how many they have received and why.	You will need the 'Class Dojo' app, downloadable for free in your app store. If the app suggests you need to pay for something, you don't, so just ignore this message. Available in the App store
Dojo class story	- Class staff are able to send photos that will appear via the dojo app 'class story' so you can see what they have been learning. - The 'class story' allows staff to share information with all parents at once.	See above
Dojo school story	- Reminders - Notices - sometimes urgent ones - Newsletters - News about the school - Photos of events - Links to useful info e.g. lunch menus, term dates - Calendar dates	
Phone calls 	You may receive a call to discuss something very specific e.g. medical issue, medication, injury, a behaviour incident.	It's really important that we have up to date phone contacts. We need a minimum of two contacts in case of emergencies, ideally three.

Home to school / residence

Ways that parent/carers can contact teachers and care staff

Method of communication	For what reason	Other information
Telephone call	<i>Examples:</i> • Report absence - before 8.30am • Make an enquiry • Ask for an appointment to speak to a teacher or other member of staff This is not exhaustive. There are many more reasons why you may wish to call school.	By telephone - 01377 253375 When telephone calls are made to the school you will be presented with four options: 1) Main school office 2) Residence 3) Home School Liaison Officer 4) All other enquiries We will endeavour to answer your calls within four rings. If we fail to answer your call you will be asked to leave a message and we will get back to you as soon as possible. When the school office is closed, you can leave a message on the messaging service and your call will be returned when the office re-opens. The school office opening hours are 8am until 4pm, term time only. Our front office reception team, Suzi, Amy and Lynne will be pleased to receive your call and put you in contact with the appropriate member of staff. Please DO NOT use transport staff to pass on messages.
Email to the school office	<i>Examples:</i> • Report absence - before 8.30am • Make an enquiry • Ask for an appointment to speak to a teacher or other member of staff • Respond to an email	kingsmill.specialschool@eastriding.gov.uk General emails to the school should be sent to the school admin email stating the nature of your enquiry or issue. It will be answered as soon as possible. There may be a delay in acknowledging receipt when the school is closed for the weekend or during school holidays.

Email to class teacher	<i>Examples:</i> • Ask for an appointment to speak to a teacher or other member of staff • To discuss any issues with the teacher where Dojo would be inappropriate.	Your class teacher will share their work email address
Dojo message	• Related to their class work • Report something that the teacher may need to be aware of e.g. your child didn't sleep well last night, their pet died, they have not had time to have any breakfast. • Report absence – before 8.30am	Please consider carefully the time that you send a message to a teacher. It is important to realise that you may not receive an immediate response. You will, however, receive a response by the next working day at the latest.