Wester Overton Primary School Communication Information

1 The School App

Our primary method of communication used to share dates, school meal choices, messages, updates and general information. Please always check the App before contacting the school.

2 Telephone

Used for urgent matters requiring immediate attention. Our phone lines are manned from **8.45am-3.15pm.** If you are requesting a call back, a member of the management team will get back to you within one school day. Please keep your contact and emergency contact details up to date at all times. Absences should be reported on our absence line before 9am.

3 Email

The school can be contacted by email and we will respond within 2 school days. **Staff do not access emails outwith the working day or during weekends and holidays.** Pupil-specific emails and school newsletters are sent by email, so always keep your email address updated on our mailing list with the school office.

4 Face to Face Meetings

Parents can arrange to meet with a member of the management team at any time by arranging an appointment with the school office. Teachers are able to meet to discuss pupil progress twice a year at our Parent Consultation evenings.

5 Social Media & School Website

Our Facebook page is managed by our Parent Council. This is primarily used to share school events, news and achievements. All questions regarding the school should be directed to the school via email or telephone, as school staff are not readily available to respond via social media.

Our school website has a host of information for parents regarding the school and nursery including handbooks, policies and termly curricular newsletters.

6 Parents Portal

This is the online schools platform for updating pupil information, including change of address and medical details, accessing attendance data and pupil progress reports, completing permission forms and managing Parent Consultation bookings. Email prompts for Parents Portal are sent to the address used to register the account, so please keep this updated. *Pupil progress reports are issued via Parents Portal annually in June.

- Please direct all emails to the school office/ management team and these will be addressed by the appropriate member of staff.
- Please do not attempt to contact members of staff through your child's Glow email or Google Classroom as this breaches GDPR rules.
- Please do not attempt to contact staff through any social media channels.

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