

6th September 2017

Dear Parents/Carers,

Communications at Oswald Road

I hope you all had an enjoyable summer and that your child has had a good first day back at school. I am writing to update you on the various ways in which you can communicate with school if you need to pass a message on to a member of staff.

messages@oswaldroad.manchester.sch.uk - This is our new email address for getting quick messages to teachers in the morning. The main purpose of this is quick communication to teachers. I will check these emails every morning and messages will be delivered to the relevant teacher by the end of morning break. Please note that this is only for quick messages relating to your child that you need the teacher to be aware of that day (eg. my daughter is feeling a bit upset today because...) Any messages other than this, such as complaints or concerns, will not be delivered to the teachers and will be dealt with by our Senior Leadership Team.

inbox@oswaldroad.manchester.sch.uk - This is a central email address for concerns or complaints only. The only exception is if there is a serious complaint about the Headteacher, then this would go to the Chair of Governors following our Resolutions & Complaints policy. The inbox@ mailbox is monitored daily by our Business Manager, Sarah Nicholls, each morning and there is an automatic reply sent to acknowledge receipt of the email. She then passes this onto our Headteacher, Deborah Howard, daily. You should expect a response within two working days.

admin@oswaldroad.manchester.sch.uk - Any general enquiries or information needing to be passed on are to go to this email address. This mailbox is monitored by our Office Manager, Helen Wright. If you would like to arrange a meeting with your child's class teacher, please use this email address and the office will pass your request to the relevant teacher. You should expect a response within two working days.

For parents that drop their child off at Early Birds, we have also set up a post box for getting quick messages to the teachers. As with the 'messages@' email address, I will check the postbox every morning, and relevant messages will be passed on to your child's teacher by the end of morning break.

If you drop your child off in the playground in the morning you are welcome to use this opportunity to pass on quick messages to teachers when they are out in the playground from 8:45am-8:50am. Please note that this should only be quick messages relating to your child that you need the teacher to be



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Oswald Road Primary School

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 Telephone: 0161 881 4266/4319 Fax: 0161 881 4319
 Email: admin@oswaldroad.manchester.sch.uk
 Headteacher: D. Howard



aware of that day (eg. my daughter is feeling a bit upset today because...) Any messages other than this, such as complaints or concerns, should be sent to inbox@oswaldroad.manchester.sch.uk.

Finally, I have included below a copy of our Communications & Newsletter Schedule, which shows which forms of communication you can expect to receive from school and when. It is very important that all parents are able to access the 'Weekly Update' email, as it contains all of the letters and announcements for that week. If you do not receive the Weekly Update email this Thursday afternoon, please email e.linton@oswaldroad.manchester.sch.uk, or come to the school office.

Kind regards,

Ellie Linton
 Communications & Marketing Manager

	Description	Frequency	When is it sent?	How is it sent?
Weekly Update	A weekly email that contains all of the letters and announcements for that week	Weekly	Thursdays at 4:00pm	Email.
School Newsletter	A newsletter highlighting some of the great events that have taken place in school	Half termly	On the last day of each half term	Email. Printed copies can also be found in reception.
The Hoot	A weekly newsletter with announcements relating specifically to your child's year group	Weekly	Varies depending on year group.	Email.
Social Media Updates	Regular updates on goings-on in and around school, and announcements for parents	Daily	During office hours (8:00am-4:30pm)	Facebook (search 'Oswald Road Primary School') and Twitter (@OswaldRoad).
Paper letters	Letters are only sent out in paper form if they are particularly important or if they have a reply slip	Varies	As required	Paper letters are sent home with your child in their book bag- please check for them at the end of the day. All letters can also be found on our website.



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