

19th September 2018

Dear Parents/Carers,

Communications at Oswald Road

I hope you all had an enjoyable summer and that your child had a good first day at school. I am writing to inform you of the various ways in which you can communicate with school and the different forms of communication you can expect to receive from us.

messages@oswaldroad.manchester.sch.uk - This is for getting quick messages to teachers in the morning if you are unable to speak to them at drop-off. I 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 a post box for getting quick messages to the teachers. As with the 'messages@' email address, I check the postbox every morning, and relevant messages will be passed on to your child's teacher by the end of morning break.

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



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Oswald Road Primary School

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 Email: admin@oswaldroad.manchester.sch.uk
 Headteacher: D. Howard



afternoon, please email me at e.linton@oswaldroad.manchester.sch.uk, or come and speak to me in 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	Parents have the option to opt-out of receiving paper letters if they would like to (as all letters are available online and by email). Please email e.linton@oswaldroad.manchester.sch.uk if you would like to receive paperless communications from school.	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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