

30th September 2019

Dear Parents/Carers,

Communications at Oswald Road

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. These emails are checked 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. You will receive an automatic reply sent to acknowledge receipt of the email. The message is then passed onto our Headteacher, Deborah Howard. 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. 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.

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 me at e.linton@oswaldroad.manchester.sch.uk, or come and speak to me in the school office.

Finally, a reminder that **as of today all parents in Nursery and Reception will be automatically signed up for paperless communications.** If you would prefer to continue receiving paper letters, please come and speak to me at the school office, or email messages@oswaldroad.manchester.sch.uk.



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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



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. All of the letters for that week relating to your child's year group are attached to the email.	Weekly	Varies depending on year group	Email.
Social Media Updates	Regular updates on goings-on in and around school, and announcements for parents.	-	-	Facebook (search 'Oswald Road Primary School') and Twitter (@OswaldRoad).
Paper letters	<p>From Monday 30th September 2019 all Nursery & Reception parents will automatically be signed up for paperless communications, meaning you will no longer receive paper copies of school letters.</p> <p>However, if you would like to opt in to receiving paper letters, please email messages@oswaldroad.manchester.sch.uk</p> <p>All letters will be available on the school website- click on the 'School Letters' button on the homepage.</p>	Varies	As required	If you have opted to receive them, paper letters will be 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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