

Oakmeadow CE Primary & Nursery

[A Message to our Parents & Carers from the Trust:](#)

As we all adapt to the “new normal” it is very important to us that we work closely in partnership with parents and carers, and communication between home and school is key. We recognise, however, that it can often be difficult communicating with head teachers and teachers because they have a very full timetable; and we recognise that parents and carers also have very busy lives.

[Contacting the School via email](#)

In these unprecedented times supporting the children in our care and the wellbeing and work load of our staff team is paramount. We also recognise the mutual support we want to provide for our parents & carers through responding to parental queries at the earliest opportunity.

Whilst our head teachers and teachers are prioritising the smooth running of their schools and the reintegration of our children into school, they are not in a position to check emails throughout the day. For the wellbeing of our staff, as a Trust, we also do not expect work email to be checked, or staff to respond to queries, during their personal/family time.

[Expectations for Email Communications between Parents / Carers and staff at Oakmeadow:](#)

1. Emails from parents/carers should be sent to school staff during school working hours only please :- [8am – 4pm](#). The emails available are:

Admin:- admin@oakmeadowprimary.co.uk

Head: - head@oakmeadowprimary.co.uk

Return: - return@oakmeadowprimary.co.uk

(Please note: Individual teacher emails should not be used for communication unless this has been agreed by Head previously.)

2. Our team (overseeing the 3 main emails) will commit to responding to you as soon as possible and within *three* working days.

(This does not include weekends or holidays. Part-time staff may take longer to reply.)

If a response is more urgent please telephone the school on 01743 875020.

No Response

If you have not received a response from the school within three working days - please contact the school by emailing:

headpa@oakmeadowprimary.co.uk and your enquiry will be looked into.

Communication with parents and carers is important to us. We hope you understand the reason for this message regarding the use of email communication for the welfare of us all. By reducing the pressure of emails we can continue to ensure our schools are happy and productive for both the children and the staff team. We will continue to monitor our approach to email communication to improve the process further and are happy to receive any feedback you may have.