

HOLLYFIELD PRIMARY SCHOOL

Class Dojo – Messaging Guidance



To help improve communication between school and home, we are going to use Class Dojo messaging service. Reception teachers will also continue communicating through Tapestry.

Parents

Parents may message class teachers/office staff at any time, however there is no expectation for teachers and office staff to reply outside the hours of 8.30am-4.00pm. This is essential to safeguard the wellbeing and work-life balance of our staff.

Teachers will respond at their earliest convenience. Please note, this may not be the same day as the message was received. If the message is urgent, contact the school office as usual.

Parents may message teachers if they have a question about the curriculum, homework, assemblies, events, etc.

Parents should look at the newsfeed regularly to keep up to date with messages, school events, calendar and information.

Parents must make sure that children cannot access their parent account and are not able to send messages under their name.

Parents who do not use the messaging system correctly will be given a warning. Should the service continue to be misused, they will be removed from the messaging platform.

Important:

Class Dojo is a public-facing domain where posts, comments or images may be visible to other parents and the wider school community. All comments and messages must be appropriate, respectful and in line with our school values (Respect, Kindness, Resilience, Honesty, Gratitude, Courage). Do not post offensive, abusive, defamatory or privacy-invading content or any images, videos or identifying information about other children without the explicit consent of their parents.

Any public comments that breach these expectations will be removed and may result in suspension or removal from the platform.

When NOT to send messages on Class Dojo

The following matters should always go through to our Main Office and are not the responsibility of teachers.

- Absences must always be reported to the school office, inline with our Attendance Policy. The answer phone is available outside of the office hours of 8:00 – 4:00.
- Medical and dietary updates must go directly to the office.
- Enquiries about school dinners and payments, including trips.
- Messages about collection/walking home at the end of the day.
- Concerns you have about your child or other children. Speak to the class teacher after school or phone the office to arrange a meeting/phone call.

- Safeguarding concerns must be reported to the class teacher or one of our DSLs (Designated Safeguarding Leads).
- If you have any complaints, please follow the Complaints Procedures, which you will find on the school website.

Messages you might receive from school

Teachers may message you about:

- Your child showing great effort towards our school values or going 'above and beyond' and doing something special. Teachers may do this face to face, when you collect your child at the end of the day.
- Reminders regarding the correct uniform/PE kit/jewellery
- Reminders regarding reading books/folders
- Suitable snacks for break times
- Homework

The school office might message you about school dinners, trips, overdue payments, charity/non-uniform days, events.

This is not an exhaustive list, but some examples of how we intend to use Class Dojo Messages.