



Wood Field Primary School

Headteacher: Mrs A Pratt
Head of Oak Field Base: Miss C Worthy

Wood Field and Oak Field

Stanley Park Road
Carshalton
Surrey
SM5 3HW
020 8619 1120

Email Wood Field: office@woodfieldprimary.com

Email Oak Field: oakfield@woodfieldprimary.com

Channels of Communication

Dear Families,

We recognise that social media is a big part of modern life. With this in mind, we want to share some advice to help us **strengthen the lines of communication** between home and school, ensuring your questions and concerns are addressed quickly and accurately.

Direct Communication is Best

If you have any **concerns about matters taking place at school**, please address them directly through the appropriate school channels.

In a school of our size, we know it can sometimes be confusing to know who to speak to first. **Expressing concerns online or on social media can lead to incorrect information** and delays in us being able to resolve issues. By contacting the designated person (detailed below), we can work together to address your concerns as quickly and efficiently as possible.

Staying Informed

We use several platforms to keep you informed about school life: (under review)

- **Social Media (Instagram) and the 'My Child at School' App (MCAS)**
- **Class Dojo (KS1 & EYFS)**
- **Weekly Newsletters**
- **Monthly Newsletters**
- **Termly Newsletters**
- **MCAS Calendar**

While social media can be a quick resource, please remember that **only information from the school office or appropriate staff is guaranteed to be correct.**

We encourage all parents and carers to contact the **school office** or the **appropriate member of staff listed below** with any concerns, questions, or complaints about any aspect of school life. We value our partnership with families and welcome the opportunity to support you and answer your questions directly.

A Positive Partnership

We have included a reminder of our [Parent Behaviour Policy](#). It is vital that all communication remains

positive and respectful at all times. Please be aware that the Governors and I, as Head Teacher, will not accept staff being treated in an unacceptable manner.

After-School Availability

Our teaching staff are happy to speak with you at the end of the day. We kindly ask that you wait until **all children have been safely dismissed** before approaching the teacher.

Emailing Teachers & Urgent Pick-up Changes

You can email your child's class teacher directly using the year group email address (detailed below), which is regularly monitored.

Important: Please **do not use this email address to notify us of changes to pick-up arrangements after 12:00 PM**. To avoid the message being missed, you must **call the school office** for any changes after this time.

We are truly looking forward to a productive and exciting year ahead.

Sincerely,

Mrs A Pratt

Head Teacher

Who Should I Speak To?

To ensure the fastest resolution, please follow the steps below:

Year Group	1st Contact: Class Teacher	2nd Contact: Year Group Lead	3rd Contact: Phase Manager
Reception	Class Teacher	Mrs Tulip	Miss Greenwood
Year 1	Class Teacher	Mrs Ebrahim	Miss Greenwood
Year 2	Class Teacher	Miss Philcox	Miss Greenwood
Year 3	Class Teacher	Mrs Edgson	Miss McManus
Year 4	Class Teacher	Mrs Hobbs	Miss McManus

Year 5	Class Teacher	Mrs Carter	Miss Johnston
Year 6	Class Teacher	Mrs Jezzard	Miss Johnston

Specialist Contacts

- **Safeguarding Concerns:** Speak to **Miss Burrell** or email safeguarding@woodfieldprimary.com
- **SEND Concerns:** Speak to **Miss Allan** or **Mrs Sills** or email SEND@woodfieldprimary.com

Escalation

If you have followed the above contact process and feel your issue has not been adequately resolved, please contact the school office (office@woodfieldprimary.com) to arrange a meeting with either **Miss Ryan** or **Mrs Pratt**.

By following this communication pathway, we can ensure a quick and effective resolution to any issue.

Social Media Accounts

Following the accounts below will not only give an insight into what is going on in school but also give helpful updates.

Instagram - [@woodfieldprimary](https://www.instagram.com/woodfieldprimary)

Website – www.woodfieldprimary.com You can find a regular update page under the ‘Current Parents’ tab then ‘Parental Engagement’

The Year Group Emails

reception@woodfieldprimary.com

year1@woodfieldprimary.com

year2@woodfieldprimary.com

year3@woodfieldprimary.com

year4@woodfieldprimary.com

year5@woodfieldprimary.com

year6@woodfieldprimary.com