

16th September 2025

Castle Hill Primary School - Important Update on Communication Methods

Dear Parents and Friends of Castle Hill Primary School,

Thank you for a fantastic start to this academic year. All the children are looking smart and ready to learn, and they have truly impressed the team with their enthusiasm and focus.

As you will know, we continually review our systems and processes to adapt to our evolving needs. We write this letter to inform you of an important update regarding our communication methods at school. Class Dojo was introduced during the COVID-19 pandemic when all face-to-face communication ceased, and while it has served its purpose, we believe it is now time to move forward in a different direction.

As part of our updated School Communication Policy, we will no longer be using all the features on Class Dojo, effective from **Friday 19th September 2025**. Please be advised that from this date, the chat function will cease, and messages sent via this platform will no longer be read, monitored, or responded to.

We will continue to use the posting function on Class Dojo, and teachers will send a weekly update during their planning time. Additionally, we will maintain our website to ensure it is up-to-date, and we will continue to send out our Thursday Noticeboard, which has proven to be a succinct place for multiple communications. Our half-termly newsletter will also continue.

This improvement has been introduced for several reasons:

- Maintaining consistency in our communication practices in line with our updated policy
- Ensuring that essential messages are not overlooked across various platforms
- Supporting staff wellbeing by minimising out-of-hours messaging
- To enhance professional boundaries and build confidential lines of professional communication

We firmly believe that clear and open communication between home and school is key to every child's success. As parents and carers, your role in your child's education is invaluable. By working in partnership, we can provide the best possible support for them both in school and at home.

From Monday 22nd September, should you need to contact your child's teacher, depending on the level of urgency, we kindly request that you use one of the following methods:

- Send a note in with your child or speak to the PTP at the door at drop-off
- Speak to your child's class teacher at collection time
- Email the school office at: admin@chjs.net with the subject header FAO: [staff member's name]

In an emergency, please telephone the school to leave a message or speak to a team member directly.

As always, we appreciate and thank you for your understanding and cooperation in this matter. Thank you for your continued support and collaboration as we endeavour to provide your children with the very best educational experience.

Yours sincerely,

The Castle Hill Team