



Nurture, Grow, Flourish.

Forest & Sandridge CE Primary School
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Wiltshire
SN12 7GN

Headteacher: Mr Scott James
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12th January 2024

Dear Parents and Carers,

Having spoken to a number of parents recently about Class Dojo, I am writing to clarify expectations with the use of Class Dojo as a tool for communication with class teachers and the school. Class Dojo is great for sharing information between school and home and home and school alike. However, depending on the type of communication it is not always appropriate for Class Dojo to be used. Class Dojo is meant to supplement other communication e.g. face to face, via a phone call and not replace it.

Teachers are not expected to monitor Class Dojo throughout the school day (including prior to the school day starting) as their focus needs to be on teaching the class. Therefore, any message that needs to be seen or responded to within 24 hours should not be sent via class dojo, the office should be contacted on these occasions. If communication is going to need a back-and-forth conversation, then Class Dojo should not be used by parents or teachers for this type of communication. Instead, a request to meet face-to-face or a phone call can be arranged via a request by you on Class Dojo or by calling, emailing the office or speaking to your child's teacher at the beginning or end of the day.

Parents and Carers can use class dojo to:

- message your child's teacher if you want to share something positive from home or congratulate your child on something they have done in school or at home.
- message your child's teacher if you have a small query or would like to find out something simple where there is no need for a back or forth response. Alternatively, please check with your child's class teacher at drop off or pick up.
- message on Class Dojo to ask the teacher if you could arrange to see them or for them to call.
- use Class Dojo for any general day to day communication that does not require an immediate read or immediate response.
- Do message your child's teacher on Class Dojo if your child has any minor worries, for example:
 - Jack didn't quite understand fractions today; could you speak to him about it please?

Parents and Carers should not use Class Dojo to:

- Notify of absence – either illness or medical appointments
- School dinner enquiries
- Complaints or concerns about something that has happened in school that may require a back-and-forth conversation. Please message on Dojo or contact the school office to organise a meeting or phone call.
- Music Lessons
- Urgent messages that require them to be read or responded to within 24 hours. E.g. changes to pick up arrangements

All communication above should go through the school office.

I hope this has either clarified for you what communication class dojo should be used for or confirmed your understanding.

Kind Regards,

Scott James
Headteacher