



PARKWOOD PRIMARY SCHOOL

DEANWOOD DRIVE
RAINHAM
GILLINGHAM, KENT, ME8 9LP
HEADTEACHER: MR A MOIR



Tel: 01634 234699

Email: office@parkwoodprimary.org.uk

Dear Parents/Carers,

We'd like to take this opportunity, as another successful term draws to a close, to update parents on lines of communication available to parents should you need the school's assistance in any way.

At the start or the end of the day, teachers, and other adults, are available to speak to parents briefly. As I am sure you are aware, teachers have very limited time in the morning to speak to you as they need to get classes in, however there is more leeway at the end of the day. At the start and the end of the day, the leadership team and members of our support staff are available at the front of the school and would only be too pleased to help you with your enquiry.

You are welcome to send a note into school if you need your child's teacher to know something. If you need to get an urgent message to the class teacher, and it is of a more sensitive and/or serious nature, calling the school office is the best course of action to ensure the class teacher gets the information they need.

Class teachers do have access to year group emails. Class teacher emails will no longer be used. The idea of reducing the number of email accounts available is to avoid missing emails from parents. See email address below:

yearone@pwsf.org.uk
yeartwo@pwsf.org.uk
yearthree@pwsf.org.uk
yearfour@pwsf.org.uk
yearfive@pwsf.org.uk
yearsix@pwsf.org.uk
fs@pwsf.org.uk

Office email (for more general, whole-school enquiries)
office@parkwoodprimary.org.uk

FS and Year 1 use Tapestry as a form of communication with parents. Parents can use this platform to communicate with teachers.

Every day is different in school. On some days, teachers will be able to check their emails or Tapestry through the day. On other days, it isn't possible, which is why a phone call to the office is essential for urgent information to be passed on.

If you require time to speak to a teacher, or another member of staff, in more detail, you are welcome to book an appointment via the school office.

Should you need to come onto the school site, press the buzzer at the gate. You'll be directed down to the school office which is at the end of the driveway. You'll be welcomed in and directed from there. We are very much looking forward to a new waiting area to be added to the front of our school office which will go some way in improving our school security further and will allow us to welcome our visitors into a more comfortable waiting area.

If at any point, you are concerned with the breakdown in communication between yourself and the school, it is your right to make a complaint using our helpful complaints procedure; it can be found under statutory information on the school's website. The school will do its utmost to resolve the issue.

As a school, we are thrilled to be welcoming parents back into school in a safe way. It is always our intention to maintain two-way contact and a positive working relationship with our parents.

Thank you for your continued support,

Mr A Moir (Headteacher), Mrs L McCormack (Deputy Headteacher) and Mrs C Park (Director of Operations and Finance)

Parkwood Primary School Core Leadership Team