














Ridgeway School Communication Charter



Communication Method		What should I use this for?	When can I expect a response?	
    	Face to Face	Brief or urgent information. Staff have very limited time so will not be able to talk for very long. Please follow up with a Dojo message or email if you need to.	Straight away – however, they may have to seek clarification regarding any queries.	
	Class Dojo	Messages to individual staff or to class teams. However, urgent information may not be picked up – please call the school/college office with anything urgent. Teachers will read Dojo messages before 08:30am, any sent after that may not be read. Teachers will endeavour to respond to messages that are sent before 08:30am depending on their availability.	Staff will endeavour to respond within one working day (note that some staff are part-time), but could be up to 5 working days	 
	Direct email	Please email staff directly if you have anything that requires a more formal response or more detailed information. Please only email either class teachers, senior staff, or the school/college office.	Within five working days	
	Email to Ridgeway office	Any information that you would like to be passed on, including any concerns or complaints.	Response within one working day – this may be to let you know that they've passed a query on	 
	Telephone calls	Urgent information or queries – including those that might need an immediate response. Queries or messages for class staff should be communicated via a telephone call to the school/college office if you are getting in touch after 08:30am	Immediate response from the school office – they will direct your message or query as appropriate. You may have to wait up to five working days for a response from class teachers.	 

Staff will endeavour to respond within the time scales above, but within their working hours. Please do not expect a response during evenings and weekends