

Parentcomms: new email address for parent/carer communication

Dear Parents/Carers,

We are always looking for ways to improve home-school communication. Since the withdrawal of Class Dojo due to issues with GDPR, we have been using SIMS for messaging parents. However, that does not give you an easy way of getting in touch with us and many parents like to email rather than phone.

To that end, we have set up an email account: parentcomms@dorinpark.cheshire.sch.uk

This is for parents to use to contact us for all matters and it will be monitored throughout the day by administration staff. This will ensure that emails are triaged and sent to the most appropriate member of staff to deal with them. If staff are absent or unavailable due to professional commitments, office staff will be aware of this and ensure that the emails are forwarded to someone who can action them.

As I'm sure you can imagine, we receive as a school many hundreds of emails per day (many of which are unsolicited marketing emails) which have to be screened by our admin staff, and we think having a separate account for parent communication will allow us to speed up responses and ensure that matters are followed up as soon as possible. To that end, please contact us by this new email address going forward, rather than using the admin@ account or individual staff accounts. This will ensure that your email is read and actioned in a reasonable time frame.

Of course we are happy for you to continue to telephone us if you prefer to.

Many thanks in anticipation of your cooperation

Jane Hughes

Headteacher



INVESTORS IN PUPILS

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