



Working Together

Our Communication Charter for Parents & Carers

At Bures Primary School we believe that a strong partnership between home and school helps every child to thrive. Good communication sits at the heart of this. This charter sets out how we will keep you informed and involved, how you can reach us, and what we hope for in return — so that everyone knows what to expect.

How we communicate

We use a small number of trusted platforms, each with a clear purpose, so you always know where to look.

Platform	What it's for	What you'll find there
 Arbor	School bookings and official emails	Trip and club bookings (including Breakfast Club), payments, letters and general office correspondence, linked to the school office email. The weekly newsletter will be shared via this system.
 ClassDojo	Day-to-day classroom life	Behaviour points, photos and highlights from learning, and direct messages with your child's class teacher.
	Our website is for further information about school life	Guidance and information on our curriculum, uniform, lunches, staff, governors and lots more!
 Premier Education	Wrap-around care	Booking and managing after-school club places

Who to talk to

- **Class teacher first:** for day-to-day questions, sharing news, or anything about your child's learning or wellbeing — your child's class teacher is always the first port of call, via ClassDojo, a note, or a quick word at the door. If you would like a message passing on, please email primary@bures.suffolk.sch.uk
- **Senior leaders:** for anything the class teacher can't resolve, or that needs a wider view, a member of the senior leadership team will make time to talk — just ask the office to arrange this. You can also contact us via email: headteacher@bures.suffolk.sch.uk We aim to respond within 2 working days.
- **For anything more serious:** if something feels more serious, or you're not sure it's been resolved, our Concerns & Complaints Policy sets out the next steps. In short: class teacher, then a senior leader, then a written complaint to the Headteacher, then the Governing Body if it's still unresolved.
- We are always happy to arrange an appointment for anything that needs more time or privacy.

What we ask of you

- **Check Arbor (emails) and ClassDojo regularly:** so you don't miss important updates, letters or invitations. Please ask us if these aren't working for you.
- **Allow a little time for a response:** class teachers are working with a busy classroom. We also encourage them not to respond outside of working hours.
- **Keep messages brief and respectful:** keeping to one issue at a time, and a polite, friendly tone, helps us help you as quickly as possible.
- **Keep us in the loop:** let us know as soon as anything changes at home that might affect your child, or if plans, contact details or emergency information need updating.
- **Come and talk to us:** we're always glad to help, and a friendly, respectful conversation gets the best outcome for your child, every time.
- **For anything urgent:** please don't use ClassDojo, as it isn't monitored in real time — ring the school office on 01787 227446.