



Be the best you can be

Christleton Primary School

Quarry Lane
Christleton
Chester
CH3 7AY
01244 981189

Monday 15th April 2024

Communication and Seesaw

Dear Parents / Carers

I hope this letter finds you well and you and your families had a wonderful, restful Easter break.

I am writing at the start of the term to provide some clarification regarding the use of Seesaw, the platform that allows you to stay connected with your children's education and view their work.



Seesaw has been an invaluable tool in providing you with a snapshot into your children's lives at school. We understand the importance of maintaining this connection and want to continue offering this service. However, we have noticed a growing trend of messages from parents that require an immediate response.

During the school day the staffs primary focus is planning, preparing and delivering the best lessons they can to ensure your children receive the best education possible. During the day time therefore is simply is not practical or feasible for them to be regularly checking Seesaw. We kindly request therefore, that if you have a message for a teacher that is urgent or needs to be addressed on the same day, please contact the school office (admin@christletonprimary.cheshire.sch.uk / **01244 455288**) or speak to the teacher at the door if they are available.



For non-urgent messages, the Seesaw chat function can still be used. To manage expectations, we have instructed our teachers to aim to respond to parents within 2-3 working days. However, there may be occasions where this timeframe is not achievable due to other commitments and workload.

To ensure clear communication, we have included a disclaimer in our emails. As you will appreciate, our staff work incredibly hard and do need time to recharge and switch off. I therefore do not expect the staff to read or respond to emails outside of their working hours. We will make every effort to respond to your message within 48 hours of receipt from the first working day. Please understand that during particularly busy periods, this may not always be possible. Alternatively, you may choose to email the school office at admin@christletonprimary.cheshire.sch.uk.



01244 981189



www.christletonprimaryschool.co.uk



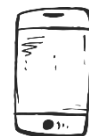
admin@christletonprimary.cheshire.sch.uk



@christletonpri

Where the message relates to attendance or absence, this should always be communicated via the main school office.

In cases where your email relates to an urgent safeguarding issue or if you believe a child or young person is at risk of harm, abuse, or neglect, we urge you to report it to Cheshire West and Cheshire Children's Service. More information on how to do this can be found on the Cheshire West and Chester Council website at:



<https://www.cheshirewestandchester.gov.uk/residents/health-and-social-care/children-and-young-people>

Thank you for your understanding and cooperation in this matter. We appreciate your support in helping us maintain an effective and efficient communication between home and school.

Kind regards,

Mr Mitchell



01244 981189

















www.christletonprimaryschool.co.uk



admin@christletonprimary.cheshire.sch.uk



@christletonpri

	Communication	Method
Contacting the school about pupil absence	Please contact the school office via phone. It is important that this message is given directly to the school office to ensure that it is recorded as part of our safeguarding procedures and cross referenced with the attendance register. Please do not send this information in with other children or via Seesaw.	 01244 455288  admin@christletonprimary.cheshire.sch.uk
Contacting the school about a change in collection	Should there be a change in who is collecting your child please communicate this to the school office for our records. If we do not receive this information, then we will contact you before allowing your child to be collected by someone different. You may wish to email a blanket permission for parents / grandparents / family friends to collect on any occasion and we are happy to keep this on record until you change / withdraw consent.	 01244 455288  admin@christletonprimary.cheshire.sch.uk
General queries	Parents should ring or contact the school office in person / via email in the first instance for any queries. This enables us to direct your query to the right person to be able to help you.	 01244 455288  admin@christletonprimary.cheshire.sch.uk
Arranging a meeting with a staff member	Should your enquiry / questions require a meeting with a staff member then we are happy to arrange this at a mutually convenient time either in person or via the telephone to meet your needs. Contact the main office for this to be arranged.	 01244 455288  admin@christletonprimary.cheshire.sch.uk
A timetable or general class query	Should you have a question about the timetable e.g. when is PE etc. or a general class query it would be appropriate to use Seesaw. If the query needs a swift answer, please use the main office so we ensure the question is passed on and answered.	 Seesaw
A query about my child's work / homework	Questions regarding your child's classwork can be sent via Seesaw or via the office for the attention of your child's teacher. Should your question regard SEND, then this can be sent directly to our SENDCO, its always worth copying in the class teacher to the information though.	 01244 455288  admin@christletonprimary.cheshire.sch.uk  senco@christletonprimary.cheshire.sch.uk  Seesaw
Sharing work and making comments on work	We use Seesaw to share your child's work with you. This enables you to see and comment on what your child is doing in school and also to share any work or achievements from home.	 Seesaw

