

# Communications

## Communicating with School

### Email

For all enquiries, please contact the school email address on [admin@wdl.mmat.co.uk](mailto:admin@wdl.mmat.co.uk) . This e-mail account is checked regularly, and any message will be replied to or forwarded on to the relevant member of staff in a timely manner.

### Letters

All letters are e-mailed out to the e-mail address provided to school, please ensure that we have your up-to-date e-mail address.

### Website

Our school website contains lots of useful information including letters, e-mails sent, term dates, newsletters, uniform, Woodlands directory etc. Please check the website regularly for updates and information. Paper copies of all information on the website are available and will be given free of charge.

### Telephone

In certain circumstances it is necessary to contact you via phone or text, therefore please ensure we have your up-to-date contact number.

## How parents can contact the school

### General Enquiries

For all general enquiries please contact our reception on **01939 232372**

If you are unsure who to contact and speak to, please call reception who may be able to answer the enquiry for you or will direct your call to the appropriate person.

## **Contacting your child's tutor**

Your child's tutor will be your first point of contact with any concerns (apart from when you are reporting your child absent).

- Please use the reception number to leave a message for a teacher to contact you.
- If you are unsure of your child's tutor, please also contact reception on

**01939 232372 or email [admin@wdl.mmat.co.uk](mailto:admin@wdl.mmat.co.uk)**

- It is very important to us that we work closely in partnership with parents and carers, and communication between home and school is key. We recognise however that it can often be difficult communicating with teachers because they have a very full timetable; and we recognise that parents and carers also have very busy lives.
- Teachers want to respond to parental queries at the earliest opportunity and will do their best to do so, however the majority of teachers' time is taken up teaching and preparing for lessons. Teachers' responsibilities extend beyond the classroom, and they may be unable to respond to you on the day a query is made.
- Please note lessons will never be interrupted for teachers to take calls.

## **No response**

- If you have not received a response within three working days, please contact reception who will chase this up for you. If a response is more urgent, reception will try to locate a member of senior leadership for you.