



St Mary Magdalene CE Primary School

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14.10.24

Dear Parent/Carers,

I hope this letter finds you well. I am writing to share the results of our recent Communication Survey and outline our plans to build on the successes and address the areas for improvement.

Successes

We are pleased to report that the majority of our parents feel the outgoing communication from the school is sufficient and useful. The three methods that were rated most highly were:

- Weekly newsletter
- Text messages
- Office emails

This feedback is very encouraging and we will continue to utilise these effective communication channels.

Things to Address

However, we have identified two areas that require our attention:

1. The timing of outgoing communications
2. The ability for parents to communicate directly with teachers

Ways Forward

1. Timing of Outgoing Communications

We understand the importance of providing information in a timely manner, particularly when it comes to changes in school kit or other important updates. We will endeavour to send out any changes as far in advance as possible, though please be aware that some last-minute circumstances may be unavoidable.

2. Communicating Directly with Teachers

We are currently investigating a new email ticket system that will facilitate and monitor communication between parents and teachers. The Trust's IT department is working on this for us, and we will be in touch with you as soon as we have a solution in place, and plan to hold a focus group meeting to evaluate the new system later in the year.

In the meantime, please remember that you are welcome to come into school every Friday from 8:30am to look at your child's books and speak with the class teacher in person. For working parents who may struggle to access this, we also send books home twice per half term.

We value your feedback and are committed to continuously improving our communication with you. If you have any further suggestions or concerns, please do not hesitate to contact me or the school office.

Thank you for your ongoing support.

Best Wishes

Miss Robinson
Headteacher

