



Communicating between home and school

School sends Bulk Emails & Text Messages:

School uses a system called PSConnect for all bulk emailing and texting to parents and carers.

We send emails and texts to parents who are registered as a No. 1 priority contact on our school database. Generally this is one parent for each child, but where children have parents at different addresses or shared responsibility arrangements we can set our database to allow both parents to receive emails and texts. If you would like both parents to receive texts and emails for a child you can request this by contacting us at enquiries@greystones.sheffield.sch.uk

What if I don't receive, or have stopped receiving emails from school?

- > Check your junk mail / SPAM folder on your email account.
- > Mark any email from school in that folder as NOT SPAM or NOT JUNK, etc.
- > Ask your email provider to add the school's bulk email domain name to the safe 'white listed' for your account. Our domain name is [*@schools.ps-connect.cloud](mailto: *@schools.ps-connect.cloud)
- > If you're unsure how to do this try searching on your email service provider's website or use a search engine like 'google'.
- > If you have clicked on the 'unsubscribe' link on any email you have received from school you will have cancelled your email address from the school's registered recipients. Email us on enquiries@greystones.sheffield.sch.uk to reinstate your subscription - we cannot do this without a written instruction from you.
- > Check with school that you have given us a correct email address, especially if you have changed it recently.

Can I respond to text messages from school or send school a text message?

- > Yes - but we don't receive alerts to say you've sent it. We will see our inbox of messages only when we sign into the system so if it's urgent please phone us on 0114 2663413 and speak to a staff member.
- > Distinguish text messages from school by programming the originating number - 07624806344 - into your phone contacts (this number has changed from last year).

Do you publish all letters home and newsletters on the school website as well as by email?

- > We publish our weekly newsletter to our website - the link to find the newsletters is found on the Parent/Carer Info menu, or simply go to www.greystonesprimary.com/newsletters
- > We generally don't publish letters on our website that relate to giving very specific arrangements about school trips, such as when and where the children will be. This is part of our overall safeguarding approach to looking after your children.
- > A small number of paper copies for most letters home are available in the letter racks in the Entrance Foyer opposite the Welcome Desk, or ask at the Welcome Desk.

School phoning Parents or Carers:

When we need to speak to you we will call you using the preferred telephone number(s) you have given us.

Every time we can't get through to you immediately we will leave a voice message on your answerphone or voicemail where you provide that facility to tell you who is calling you, and brief details of why.

- > If you see that we have tried to phone you during the day PLEASE listen to your voicemail message to understand who has been in touch with you, when, and for what reason. School has telephones in all classrooms and every staff member has the ability to contact you directly - the School Office will not necessarily know about every phone call made from school.
- > If we are trying to contact you urgently about your child's health, for example, we will continue to try every contact number we have for all parents, including No. 2 priority rated parents. If you work in an environment where you cannot carry your mobile phone please make sure the School Office has a landline contact number for your work place where we can get to you.

Parents or Carers emailing school:

We welcome your contact via email, and will respond to queries and requests as soon as we can. Please bear in mind that our email addresses including the main enquiries@greystones.sheffield.sch.uk receive an enormous number of emails each day. Accordingly we prioritise answering these, so apologies that we may take a while to respond to certain queries or requests. We do not guarantee an immediate response to any email sent, so please don't expect it.

There are a number of other email addresses that you may use to contact school for various reasons, including :

- > headteacher@greystones.sheffield.sch.uk is direct to Mr Jennings
- > deputy@greystones.sheffield.sch.uk is direct to Mr Glossop
- > greystonesasc@outlook.com is direct to the child care provision Greystones After School Club
- > agora@greystones.sheffield.sch.uk is for specific help with the SIMS Agora online payment system
- > We also have a specific group email address for the Hearing Impaired Integrated Resource:
integrated.resource@greystones.sheffield.sch.uk

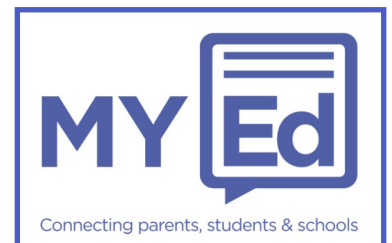
Parents or Carers phoning school:

You may telephone the School Office during the day and we will attempt to deal with your query as soon as possible when you phone, but please bear in mind our busiest times are generally at the beginning and end of the school teaching day, so if you could avoid these times this would be really helpful.

- > School Office hours are 08:30 to 16:30 (busiest times are generally 08:45 to 09:30 and 15:00 to 15:45).
- > When you phone the school to report a child's absence please use the message service as indicated. We only need a brief message from you - which includes Child's name, Class, Reason for Absence (and if it's a temporary absence for a morning appointment, what lunch arrangements your child has). Please speak clearly / slowly so that your message records well.
- > If you need to advise us of a different collection arrangement for your child at the end of the school day please contact us BEFORE 15:00 so that we have time to get the message to your child's class teacher before the end of the school day.
- > Likewise if you are delayed and are going to be late collecting your child at 15:20 please ring in plenty of time so that we can get a message to the classroom.

My Ed app for Smart Phones:

Our PSConnect communication service use a system called My Ed to allow us to communicate and share helpful information with each parent registered with the school. To find out more about this, please go to www.myedschoolapp.com to watch a brief video and to download the app free for your smart phone or tablet. You can then use the App to communicate with school and we can share important information with you.



We hope that the above information gives you a better understanding of how we communicate with you.

Where possible, all written communication is electronic, so that we don't waste unnecessary resources, but just occasionally we need to contact all our parents by sending a paper document home, as we still have a small number of parents who have not provided school with an email address.

Please keep us up to date with any changes to your email address and telephone numbers: especially if you change work location, change mobile phone contract, or home phone service provider. You can do this by email, simply and effectively, but please remember to include your child's name and class as a minimum for reference in all communication that relates to your child. This makes our handling of your query, question or request much more efficient.

And finally don't forget that much of the information we are asked for can usually be found on the school website too.

Best wishes

Kerry Weldon
Admin Manager

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Nigel Brooke-Smith
School Business Manager

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Please visit our school website at www.greystonesprimary.com