FIVE ACRE WOOD SCHOOL
Growing and Learning Together

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6th November 2026

Subj: Class Communication Changes

Dear Parents and Carers,

Following our recent communication about changes to how we communicate with families, we recognise that some parents and carers have questions about our decision to stop using Microsoft Teams Instant Messenger for direct communication with staff.

We understand how important good communication is in supporting your child's learning, wellbeing and overall school experience. We remain fully committed to maintaining strong and positive communication with all families. To help ensure communication is clear, secure and consistent, we will continue to use email and Arbor as our main communication channels, with email for direct communication with class. These methods provide a reliable record of communication and help us make sure messages reach the right people promptly.

During the school day, our teachers and support staff are focused on teaching and caring for pupils. Using email allows staff to respond to messages at appropriate times while ensuring their attention remains on the children in their care.

As with many professions, our staff are not expected to be available outside of working hours. We kindly ask for your understanding as we work to maintain a healthy balance between providing responsive communication and supporting staff wellbeing.

While we appreciate that instant messaging has been a convenient way to make contact, we ask that all direct communication with class is now made via email. We will continue to respond as promptly as possible and appreciate your support as everyone adjusts to these new arrangements.

How to contact us

For class-related queries

- Please email your child's Teacher or STA/HLTA using their individual school email address.
- Staff contact details can be found on the class Teams page.
- We aim to respond to emails within two working days.

Class Teams pages

- These will continue to be used to share information, updates and resources with the whole class.

Whole-school communications

- Email and Arbor will continue to be used for school letters, announcements and other important information.

Attendance matters

- Please email: **pupilabsence@five-acre.kent.sch.uk**
- Or send an in-app message

General enquiries

- Please email: **office@five-acre.kent.sch.uk**

Urgent matters

- Please contact the school office on:

  Loose - 01622 743925

  Snodland - 01634 566890

  Oxford Road - 01622 392205

We are grateful for your understanding and support as we implement this change. Our aim is to ensure communication remains effective, supportive and professional, while enabling our staff to focus on providing the best possible education and care for our pupils.

Thank you for your continued partnership in supporting your child's learning and development.

Kind regards,



Peggy