FIVE ACRE WOOD SCHOOL

Growing and Learning Together

TogetherStronger PupilsFirst TogetherStronger

Parent and Carer Communication Guide

September 2026



Good communication is essential for us to have fun, feel safe, work together and do our best.

For parents/carers to be part of the team, we all need to communicate well.

In all communication we will be:

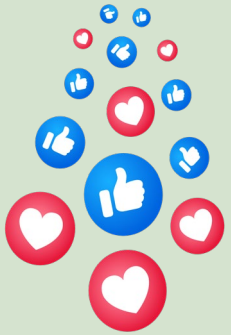
- kind
- courteous
- respectful
- considerate

Please refer to the Parent Code of Conduct.

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What to expect from Five Acre Wood School

You can:

DISCUSS	READ	BROWSE	ACT
• meetings – in person or virtual • Phone calls • Emails	• emails • notes in contact books • class updates in Teams	• newsletters • social media	• phone call • text • website • social media
We are always here for you, and we're very happy to discuss your child's needs at school.	Read regularly and keep up to date with your child's progress.	Browse when you can, like it and share our stories.	We know people are busy and alerts are intrusive, but sometimes we just need to reach you quickly.
			

DISCUSS

- meetings – face-to-face or virtual
- phone calls
- emails



We are always here for you, and we're very happy to discuss your child's needs, either in person or over the phone. Or sometimes an email is enough. And you will have regular conversations at annual reviews too.

Our **priority during the day is to teach and support our pupils**, so we won't always be able to answer you straight away. We aim to answer emails within two working days.

If you need to speak to us urgently, please call reception who will direct your enquiry to the right person.



READ

- emails
- notes in contact books
- class updates in Teams

This is how we will let you know what your child has been enjoying and learning.

Read the updates regularly and keep up to date with your child's activities.

We will give as much information as we can, but remember our first priority is to help your child get the most from their day in school.

BROWSE

- newsletters
- social media

We know you like to hear news from the School and what your child has achieved. And it's always good to share our stories with friends and family.

We will email you with updates, and send regular newsletters. We hope you enjoy them!





ACT

- phone call
- text
- website
- social media

We know people are busy and alerts are intrusive, but sometimes we just need to reach you quickly regarding your child specifically. On these rare occasions, we will call or send a text or an Arbor app alert, and we'll need you to act immediately.

For other important incidents, such as closures or traffic issues, we will send a text, app alert or add information to the website and social media, so please keep an eye out.

How you will receive information

CHANNEL	DAILY	WEEKLY	TERMLY	WHEN NEEDED
Notes in contact book	Your class teacher will inform you how they will communicate with you daily and weekly. This may differ for each class.			
Updates on Microsoft Teams				
Newsletters via email			✓	
Website and social media				✓
Email, phone call or text				✓
Annual review (three per year)			✓	

How to contact us

HOW URGENT IS IT?	EXAMPLE	HOW TO CONTACT US	HOW WE WILL RESPOND
It's an urgent issue to be discussed now	My child has a problem today	• Phone reception and your enquiry will be passed on to the relevant person	We will deal with your call straight away
I'd like to speak to someone this week	My child needs some help this week	• Email your child's teacher, or • Phone reception and leave a message.	We will answer your query within two working days
I'd like to speak to someone this month	I'd like to discuss my child's progress	• Email your child's teacher	We will answer you within two working days and set up a time to discuss
I'd like to see what's going on at FAW School	What fun activities has my child been doing?	• No need to contact us, you can read the daily and weekly updates, the monthly newsletters and social media	

Contact details

Loose site	Boughton Lane Maidstone Kent ME15 9QF Telephone: 01622 743925 Email: office@five-acre.kent.sch.uk
Snodland site	The Wolfe Building Malling Road Snodland Kent ME6 5HS Telephone: 01634 566890
Oxford Road site	Oxford Road Maidstone Kent ME15 8AW Telephone: 01622 392205
To report an absence	Email: pupilabsence@five-acre.kent.sch.uk
For general enquiries	Email: office@five-acre.kent.sch.uk