

Who to contact at school:

School office - 01492 574592 / swyddfa@porthyfelin.conwy.sch.uk

- Queries regarding school dinners
- Payments and parentpay
- Absence from school due to illness or appointment
- Picking-up/dropping-off early
- To speak to a member of the leadership team in an emergency

Class teacher – ClassDojo

- Message your child's teacher if you want to share something positive from home or congratulate your child on something they have done in school
- Message your child's teacher if you have a small query or would like to find out something simple, for example: On what day does Owain need his P.E. kit?
- Message on Class Dojo to ask the teacher if you could arrange to see them/talk to them on the phone
- Message your child's teacher on Class Dojo if your child has any minor worries, e.g.:
Jack didn't quite understand the ... work today; could you speak to him about it please?
Sarah's worried about ... is there any way you can help?

Do not use ClassDojo to:

- engage in conversations – an appointment should be made for any discussions
- question teacher's decisions
- be offensive towards anyone
- post comments about other people's children
- to make a complaint – please refer to the school's complaint policy on website

Headteacher/Senior Leadership Team

ClassDojo –

- Share anything positive from home
- Small queries like confirming training and holiday dates

Email – pennaeth@porthyfelin.conwy.sch.uk

- Raise any complaints, behaviour or bullying concerns
- Urgent issues regarding your child or family