

Woodside Primary School



Communication Policy

June 2026



Woodside Primary School – Communication Policy

At Woodside Primary, we believe that a strong, positive partnership between home and school is vital to ensuring our children thrive, learn, and achieve their full potential. Effective communication is the foundation of this partnership. This policy outlines how we share information, celebrate achievements, and address concerns openly and efficiently. By working together with mutual respect, clear boundaries, and open channels, we can create a safe, supportive, and nurturing environment for our entire school community.

If you have a general query or question, you can contact our school office on:

(01698) 427811. As you can imagine, in a big, busy school, our phonedlines are very busy throughout the day. If your query is non-urgent, we would encourage you to email the school office: gw14woodsidepsoffice@glow.sch.uk.

At Woodside, our core business is to get it right for every child and understand that at times, you may need to contact either a class teacher or a member of the Senior Leadership Team. Our teachers are extremely proactive in responding to parental queries, however, their time is extremely limited due to class commitments. If you wish to contact a class teacher, we would ask that this is also done **via the school office email and not on their personal work email**. We would ask to allow for 5 working days before a response.

We pride ourselves on having an open-door policy and would much rather discuss things with you either on the phone or in person as we greatly encourage all parents/carers to be part of our school community. If your call to a member of the Senior Leadership Team is urgent, please advise of this when you phone the school office and we will aim to get back in touch as soon as possible. Often our Leadership Team have a teaching commitment as well as managing and leading our school and therefore may not be able to meet with you on the day you raise your concern. If your query is non-urgent the Senior Leadership Team will provide a response within 5 working days. In the first instance, any emails to the SLT from Primary 1-3 will be dealt with by Mrs McKellar and Primary 4 -7 by Miss Officer. Mrs Renwick would be the first contact for any child protection questions or concerns.



Whilst we use Google Classroom to share information and homework tasks with our Primary 6 and 7 children, we would like to remind you that this platform is solely for the use of pupils and should not be used as a means of communication with the class teacher.

All communications between staff and parents/ carers must be respectful. Staff must adhere to South Lanarkshire's Code of Conduct and are unable to share details relating to other children/ situations.

We appreciate greatly any parents/carers who are willing to give up their time to volunteer in school or for school trips. In line with SLC's new rules and regulations, all volunteers require a PVG via Woodside Primary School. If you would be in a position to volunteer, please hand in 3 forms of ID. One must be a photo ID and one must be a proof of address. SLC covers the cost of your PVG and an email address would also be required to support the vetting process.

Our private Facebook Group is now up and running and here we will be sharing updates and photos from our classroom. As this is a private group and to ensure the safety of our children, we kindly ask that you do not screenshot these photos or share anywhere else online. Our Facebook is one way communication only, meaning that even though you can interact with posts, we will not be responding to questions or queries.

We are deeply grateful for the continued support, understanding, and cooperation of our parent body. We know that when school and home work hand-in-hand, our children thrive. Please remember that our door is always open—if you are ever unsure about a policy, worried about your child, or simply need clarification, please reach out through the school office. By continuing to communicate with kindness and mutual respect, we can ensure Woodside remains a positive, nurturing environment for every family.

This policy was created in June 2026.