

How we communicate with you (From January 2026)

Please note school legally needs to know your correct address and a current working phone number for AT LEAST one person with Parental Responsibility and must have AT LEAST two different contacts in case of emergencies. With Compass, many messages are also sent by email so it is vital that we have at least one valid email for each parent.

If any of your contact details change it is vital that you contact school immediately to update your information. This must be done in writing (electronic communication is fine) or directly via the Compass app – we cannot do this over the phone.

Method	Information communicated by this method	Frequency
Phone	Urgent First Aid or other messages that need a personal touch.	As required
Hard copy letter	For some official communications (such as around attendance) that need to be sent in writing.	Rarely
Email	Some official and longer communications from Compass.	As required
Compass	First Aid	Once a day as required before the children go home for non-urgent cases.
	Weekly Newsletter	Weekly on Friday
	Academic information / examples of work from your child	As they happen with one or two a week at most
	Behaviour information (Stage Awards and other behaviour notifications)	As required
	Sports updates in Newsfeeds	Posted as we have sporting events
	Updating personal information	As requested by us
School Website	Policies, statutory information and information about how we teach different subjects and in different parts of the school.	Updated as required – not sent out

You may notice that we will no longer be posting information to Facebook, Twitter or any other social media platforms. All this sort of information will be sent through Compass so it is secure and can only be viewed by people with a log in so we aren't posting images of your children where others can access them.

We would ask all parents to ensure that they do not post any images of other children to social media at any time as many parents do not wish their children to have a social media presence.

How you can communicate with us (From January 2026)

Method	Information communicated by this method	Frequency
Phone	Absence Any urgent information for school or class teacher or wanting to arrange to speak to class teacher or other member of staff (Please note specific staff may be busy and unable to speak with you straight away.)	Phones are active from 8:15am to 4:45pm (4:15pm on Friday). Please leave a message out of these hours. Please use the absence message option for all absences.
Email (office@edgewood.notts.sch.uk)	Longer, more detailed or fairly urgent information for school or class teacher	Please note this is checked regularly during the day but NOT continuously monitored – if you need an instant response please call school. Please note timelines for responding to emails, especially if lengthy and requiring information from specific members of staff, would be up to 5 days. Please also note that emails sent to specific staff email addresses may get filtered out by our filtering systems so please always ensure you use office@edgewood.notts.sch.uk
Compass App	Non-urgent academic and pastoral information for your child's teacher	As we start to use Compass we are unsure how easily these messages will be displayed so initially please DO NOT rely on a Compass message if this information is urgent. Staff may not see messages before school starts each day and will not necessarily have access to them during lesson time.
	Absence	Please let us know before 9:30am so we don't call or message you about absence. We need to be told specifically if a child will be absent each day so unless you have told us they will be off for two days, we legally have to confirm absence each day.
	Updating your personal information and telephone numbers	As required (Please do this promptly in case there is an emergency with your child and we need to contact you.)
	Queries about any information about your child, e.g. attendance, behaviour or academic information you may access on Compass.	Please note we will be sharing more and more information with you as we fully learn how to utilise Compass. Some will allow comments back whereas some won't. Please bear with us while we are learning how best to use it!
	Trips, clubs and giving consent for both of these. Purchasing book bags and other items schools sells.	Must be settled and consent given by the date given in the trip letter. Please order online through Compass and collect from the school office
Social media or any other platform	Staff will not respond to messages, questions or concerns raised through any social media or web sites.	
iPay (Until February half term)	Dinner Money	Menu updated half termly and you can then order for those weeks up to 10pm the Sunday before that week.
Letter	For formal reasons as detailed in some of our policies.	School will respond within 5 working days, but may take up to 10 working days for a full reply. (Please note holidays and weekends are not counted as working days)