



Dojo Communication Expectations for Parents:

Dear Parents/Carers,

ClassDojo is a valuable tool for sharing pupil progress, classroom activities, and important school updates. Keeping communication within these boundaries allows teachers to focus on what matters most — your child's learning experience. To ensure effective communication and maintain a focused learning environment, please note the following expectations for using Dojo.

What Teachers Will Discuss on Dojo:

- Pupil progress and achievements
- Classroom behaviour and participation
- Homework and class reminders
- School events, trips, and important announcements

What Teachers Will Not Discuss on Dojo:

To keep ClassDojo a focused and productive space, we kindly ask that the following matters be addressed through appropriate school channels and **NOT** via ClassDojo.

- **Attendance, Absences & Appointment Reminders** – Please contact the school office to report or discuss attendance via the following:
Email: office@cbins.solihull.sch.uk
Telephone: 0121 747 3369 or in person
- **Urgent or Emergency Issues** – Call the school directly for time-sensitive concerns, as above.
- **Complaints or Personal Concerns** – Use email or request a meeting for private discussions

For parents:

- Use Class Dojo for focusing on your child's learning
- **Acknowledge Good Work** – If you see something positive in your child's updates, acknowledge it
- **Encourage Your Child** – Celebrate positive behaviour and encourage improvement in areas where they struggle.
- **Ask Questions Thoughtfully** – If you need clarification on work tasks or school events, check previous messages or announcements first.

Availability & Response Times:

- Teachers will endeavour to respond to messages during school hours only (e.g., 8:40 AM – 4:00 PM) when they are not directly teaching your children.
- Please allow up to 48 hours for a response, especially during busy times.
- Messages sent by parents/carers out of hours, over weekends or holidays will be addressed when school resumes.
- Be mindful that at times, your child's class teacher will not be in class to answer your questions, e.g. During their weekly PPA time (planning, preparation and Assessment) which may change at short notice

Privacy & Respect:

- Please respect the privacy of teachers, staff, and other pupils.
- Avoid posting personal grievances or concerns in class-wide announcements; address these privately by requesting to meet with the school's senior leaders.

Feedback & Improvement:

- We welcome constructive feedback about how Dojo is working for you. Please do let us know what you think. You can email your responses.

By following these protocols, we can foster a positive, respectful, and supportive learning environment for all pupils and staff thank you for being an engaged and collaborative part of our school community!