

Deansfield Primary School

Dairsie Road, Eltham, London, SE9 1XP

Tel: 020 8850 1218

Email: dfcontact@deansfield.compassps.uk

Website: www.deansfield.compassps.uk

Head Teacher: Clara Daly
Deputy Head: Karen Baldwin



30th September 2024

Dear parents/carers,

I would like to outline below the best ways to communicate with us.

Messages from the school

We will send updates, newsletters, and general information via email and, in the case of important updates, via push messages in My Child at School (MCAS). Please ensure you advise us of any change of telephone number or email address as soon as is possible to avoid missing important information shared by us.

Contact the school

If you have a general enquiry or update, then please use the Deansfield contact email address dfcontact@deansfield.compassps.uk to contact the school office who will respond within 3 school days. If you need to contact the school urgently (e.g. someone different is collecting your child) please call the school office on 020 8850 1218.

Contact a teacher

If you would like to speak with your child's class teacher, please use Google Classroom, or the Deansfield contact email address dfcontact@deansfield.compassps.uk to send a brief message.

Contact a SENCO

If you would like to speak with a SENCO, then please use the [insert school name] contact email address dfcontact@deansfield.compassps.uk to send a brief message explaining why you would like to speak with a SENCO. Our SENCO will endeavour to respond by email or telephone, depending on the type of request, within 5 school days. If they are unable to respond within 5 school days, they will let you know when they are likely to be able to respond.

Contact a senior leader

If you would like to speak with a senior leader, then please use the Deansfield contact email address dfcontact@deansfield.compassps.uk to send a brief message explaining why you would like to speak with a senior leader. A senior leader will endeavour to respond by email or telephone, depending on the type of request, within 5 school days. If they are unable to respond within 5 school days, they will let you know when they are likely to be able to respond. Please note that if a meeting with a senior leader is offered or requested then following the meeting we would agree on a suitable method for future communication. Please be advised that given the volume of correspondence the school manages on a day-to-day basis this is unlikely to be written communication unless necessary.

Thank you for your continued support.

Yours faithfully,

The Office Team