

# Wingfield Primary School

Ensign Street, London, SE3 9GJ

Tel: 020 8856 1167

Email: [wfcontact@wingfield.compassps.uk](mailto:wfcontact@wingfield.compassps.uk)

Website: [www.wingfield.compassps.uk](http://www.wingfield.compassps.uk)

**Headteacher:** Ross Silcock

**Deputy Headteacher:** Yasmin Melehi



May 2023

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 text message. 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. Please note, the system that we currently use will email up to two contacts for each child but will only send a text message to the primary contact for each child.

## Contact the school

If you have a general enquiry or update, then please use the Wingfield contact email address ([wfcontact@wingfield.compassps.uk](mailto:wfcontact@wingfield.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 02088561167.

## Contact a teacher

If you would like to speak with your child's class teacher please use Tapestry (if your child is in Nursery or Reception), or the Wingfield contact email address ([wfcontact@wingfield.compassps.uk](mailto:wfcontact@wingfield.compassps.uk)) to send a brief message.


## Contact a SENCO

If you would like to speak with a SENCO then please use the Wingfield contact email address ([wfcontact@wingfield.compassps.uk](mailto:wfcontact@wingfield.compassps.uk)) to send a brief message explaining why you. Our SENCOs, Mrs Ingram and Miss Edgar, 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 ([Wingfield Leadership Team](#)) then please use the Wingfield contact email address ([wfcontact@wingfield.compassps.uk](mailto:wfcontact@wingfield.compassps.uk)) to send a brief message explaining why. 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 absolutely necessary.

Thank you for your continued support.



Dr Ross Silcock  
Headteacher