

Communication Guidelines

Guiding Principles

We aim to work closely with parents to support the holistic development and well-being of our students.

We strive to balance teachers' professional responsibilities in teaching and learning with effective parental engagement.

Official Modes of Communication

- School Phone: +65 6364 3679
- School e-mail: wrps@moe.edu.sg
- School Website: <https://www.woodlandsringpri.moe.edu.sg/>
- Parents Gateway
- Pupil Planner

Communication Hours

Parents are advised to contact teachers during school hours from 7:15 am to 5:00 pm, Monday to Friday during term time.

Teachers are not expected to respond to queries outside these hours, on weekends, and during school holidays. They are not required to communicate or to share personal mobile numbers or communicate via social media platforms such as WhatsApp.

Urgent Matters

For urgent messages during school hours, please contact the General Office 63643679 as teachers may be in class or unavailable.

Face-to-face Meetings

To schedule a meeting with a teacher, please e-mail the teacher or contact the General Office at least two days in advance to minimize disruption to teaching duties.

Response time

In line with Civil Service standards, parents can expect responses within:

- 3 working days for simple queries
- 7 working these were queries requiring some investigation
- 21 days for complex queries

Respectful communication

- We encourage open and respectful dialogue to support students' well-being and learning.
- By showing mutual courtesy and respect, we set a positive example for our children. The school will disengage from any communication that is disrespectful or abusive towards staff.