



Polisi Cyfathrebu Communication Policy

Pennaeth/Headteacher: Mr M Tomos

Cadeirydd y Llywodraethwyr / Chair of Governors: Mr T Venn

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Introduction and aims

We believe that clear, open communication between the school, parents/carers, staff and other professionals has a positive impact on pupils' learning because it:

- Gives parents/carers, staff and other professionals the information they need to support children's education
- Helps the school improve, through feedback and consultation with parents/carers, staff and other Professionals
- Builds trust between home and school, and with other professionals, which helps the school better support each child's educational and pastoral needs

The aim of this policy is to promote clear and open communication by:

- Explaining how the school communicates with parents/carers, staff and other professionals
- Setting clear standards and expectations for responding to communication from parents/carers and colleagues
- Helping parents/carers and professionals reach the member of school staff who is best placed to address their specific query or concern so they can get a response as quickly as possible

In the following sections, we will use 'parents' to refer to both parents and carers and professionals to include internal staff and external professionals.

1. Roles and responsibilities

1.1 Headteacher

The headteacher is responsible for:

- Ensuring that communications with parents, staff and other professionals are effective, timely, respectful and appropriate
- Monitoring the implementation of this policy
- Regularly reviewing this policy

1.2 Staff

All staff are responsible for:

- Checking their email communications at least once each working day.
- Responding to communication from parents and other professionals in line with this policy and the school's ICT and internet acceptable use policy
- Working with other members of staff to make sure parents and other professionals get timely information (if they cannot address a query or send the information themselves)

Staff will **aim** to respond to communication during core school hours 8:30am – 5:00pm, or their working hours if these differ, on their working days. In line with promoting staff wellbeing and helping our staff find a suitable work-life balance, staff may work around other responsibilities and commitments and respond outside of these hours, but they are **not expected** to do so.

1.3 Parents

Parents are responsible for:

- Ensuring that communication with the school is respectful at all times.
- Making every reasonable effort to address communications to the appropriate member of staff in the first instance.
- Respond to communications from the school (such as requests for meetings) in a timely manner.
- Checking all communications from the school.

Any communication that is considered disrespectful, abusive or threatening will be referred to the Headteacher.

Parents should **not** expect staff to respond to their communication outside of core school hours (as above) or during school holidays. Class based staff, such as teachers, may be more limited in terms of times when they can respond due to their duties in class.

1.4 Other Professionals

We acknowledge that communications from professionals working for other organisations will be governed by the policies of their employer and as such, this is beyond the jurisdiction of our school policy. We will respect the communication policies and practices of external organisations and professionals. If we have concerns about communications we are receiving, we will raise these in line with the policy of the organisation the communication originated from where this does not contradict our school policies.

Any communication that is considered disrespectful, abusive or threatening will be referred to the Headteacher. Any communication that is considered disrespectful, abusive or threatening towards the Headteacher will be referred to the Chair of Governors.

2. How we communicate with parents and carers

The sections below explain how we keep parents up-to-date with their child's education and what is happening in school.

Parents should monitor all of the following regularly to make sure they do not miss important communications or announcements that may affect their child.

2.1 GroupEd

We use email to keep parents informed about the following

things: ➤ Upcoming school events

- Scheduled school closures (for example, for staff training days)
- School surveys or consultations
- Class activities or teacher requests
- Changes in government guidance (for example, in relation to Attendance)
- Payments
- Short-notice changes to the school day

➤ Emergency school closures (for instance, due to bad weather)

2.2 School calendar

Our school website www.ysgolglanmorfa.co.uk includes a full school calendar for the term and INSET days for the academic year.

Where possible, we try to give parents at least 2 weeks' notice of any events or special occasions (including non-uniform days, special assemblies or visitors, or requests for pupils to bring in special items or materials).

Any such event will be included in the school calendar.

2.3 Phone calls

Staff members will return calls to parents who have asked to speak with them, where they are the appropriate point of contact. Usually this will be the class teacher, or a member of the school office team.

Teachers will call parents to discuss their child if there is a need for a conversation and information in the home school book would not be sufficient. Teachers may also decide with parents to call regularly because school and home are working together to support an aspect of a child's education or welfare.

If parents provide important information during a phone call that needs to be shared with others, such as a message for the class team for example, a written record will be made of this information and it will be circulated to staff as appropriate.

2.4 Letters

We send the following letters home regularly. The majority of these letters will be sent online through GroupEd. Some letters in particular from external providers may take form of a physical letter.

- Letters about trips and visits
- Consent forms
- Our weekly class newsletters

These may be sent as hard copy e.g. if we need a signed slip returned to school, or they may be sent electronically through GroupEd.

2.5 Newsletters

- Newsletters will aim to be sent out weekly.
- This will be sent out online through GroupEd but it will also be on our website www.ysgolglanmorfa.co.uk > Newsletters.
- Newsletters will include all important days/weeks and the latest news from the school.

2.6 Reports

Parents receive reports from the school about their child's learning, including:

- An end-of-year report covering their achievement in each part of the curriculum, how well they are progressing
- Updated Individual Education Plan each term, around half term (ALN Learners)

We also arrange regular meetings where parents can speak to their child's teacher(s) about their achievement and progress (see the section below).

2.7 Meetings

We hold a parents' evening during the Autumn and Spring term. During these meetings, parents can talk with teachers about their child's achievement and progress, the curriculum or schemes of work, their child's wellbeing, or any other area of concern.

The school may also contact parents to arrange meetings between parents' evenings if there are concerns about a child's achievement, progress, or wellbeing.

2.8 School website

Key information about the school is posted on our website www.ysgolglanmorfa.co.uk, including:

- School times and term dates
- Important events and announcements
- Curriculum information
- Important policies and procedures
- Important contact information
- Latest newsletters
- Prospectus and Nursery Booklet.

Please check the website in the first instance if you are looking for this kind of information.

3. How parents and carers can communicate with the school

Parents should use the list in appendix 1 to identify the most appropriate person to contact about a query or issue, including the school office number and email address.

3.1 Email

Parents are encouraged to email the school ysgolglanmorfa@cardiff.gov.uk, about non-urgent issues in the first instance, if these are issues that cannot be appropriately communicated through the Home School Book.

We aim to acknowledge all emails within 3 working days, and to respond in full (or arrange a meeting or phone call if appropriate) within 5 working days.

If a query or concern is urgent, and parents need a response sooner than this, they should call the school.

Collective Correspondence and Representation of Other Parents

The school values open and constructive communication with parents and carers and encourages individuals to raise concerns directly with the school.

Where correspondence is submitted on behalf of multiple parents, groups of parents, or other families, the school will not normally respond to the collective issues raised. The school will only consider and respond to concerns submitted by a parent or carer regarding their own child.

This approach is necessary to ensure compliance with confidentiality requirements, data protection obligations, and the school's responsibility to consider each pupil's circumstances on an individual basis.

Parents who have concerns are therefore expected to contact the school directly and individually. The school will investigate and respond to matters relating to their own child but will not enter into discussions or correspondence where an individual seeks to represent the views, experiences, or concerns of other parents, children, or families.

Where a collective communication is received, the school reserves the right to acknowledge receipt and advise families that any concerns relating to individual pupils must be submitted separately by the parent or carer with parental responsibility for that child.

3.2 Phone calls

If parents need to speak to a specific member of staff about a **non-urgent** matter, they should email the school office and the relevant member of staff will contact them within 5 working days.

If this is not possible (due to teaching or other commitments), someone will respond to schedule a phone call at a convenient time. We aim to make sure parents have spoken to the appropriate member of staff within 8 school days of your request.

If the issue is urgent, parents should call the school office.

Urgent issues might include things like:

- Family emergencies
- Safeguarding or welfare issues
- Illness or information about close contacts

3.3 Meetings

If parents would like to schedule a meeting with a member of staff, they should email the appropriate email address (see appendix 1), or call the school to book an appointment.

We try to schedule all meetings within 10 working days of the request.

While teachers may be available at the beginning or end of the school day on the telephone if parents need to speak to them urgently, we recommend they book appointments to discuss:

- Any concerns they have about their child's learning
- Updates related to pastoral support, their child's home environment, or their wellbeing

Meetings are conducted on an individual basis. We do not hold meetings with multiple parents together. This approach ensures that each discussion remains focused, confidential, and supportive, helping to prevent misunderstandings or potential conflict.

If a parent wishes to be accompanied to a meeting, they may bring a family member or an individual who is neutral

and not directly involved in the situation. The school reserves the right to decline the attendance of additional individuals where this may disrupt the meeting or compromise a constructive and respectful discussion.

4. Inclusion

It is important to us that everyone in our community can communicate easily with the school.

We currently make whole-school announcements and communications (such as email alerts and newsletters) available in Welsh and English.

Parents who need help communicating with the school can request the following

support: ➤ School announcements and communications translated into additional languages

➤ Interpreters for meetings or phone calls

Our school website has the facility to translate into languages other than English. We can make additional arrangements if necessary. Please contact the school office to discuss these.

5. Internal Communications

We have a range of methods for communicating internally within our school staff team. These methods include:

- Electronic Notice Board
- Letters
- Meetings (some of which are noted, some of which are followed with email summary)
- Email

The choice of communication method will be determined by the circumstances, taking into consideration who needs to be included, level of urgency and importance and retention requirements.

Meetings come in a variety of forms and could be 1:1 (such as a performance management review) or could include as many people as possible (such as a whole staff briefing). In general, the purpose of routine meetings would be:

- INSET Training – sharing best practice, moderation of assessment and ensuring consistency of practice, training, curriculum development
- Staff Twilight – training and development, sharing of information that requires demonstration
- Departmental Meetings – reviewing practice in class, training in relation to specific teaching/support needs, ensuring consistency of practice within class e.g., therapy or behavior technique, cascading information from Teacher Twilights and applying this to the class context for the team
- Senior Leadership Meetings – members of the staff who have school leadership roles with a specific purpose e.g. ALN Lead, Deputy Headteacher, Headteacher and leaders of Lower, Middle and Upper

School. Staff may be in one or more of these teams as determined by their school role(s).

6. Monitoring and review

The headteacher and governors monitor the implementation of this policy and will review the policy every year.

7. Links with other policies

The policy should be read alongside our policies on:

- ICT and internet acceptable use
- Home School Agreement
- Staff Code of Conduct
- Complaints
- Staff Wellbeing

8. Complaints

If you would like to file a formal complaint, please follow the procedure set out in our complaints policy. This is available on our website.

Appendix 1: school contact list Who should I

contact?

I HAVE A QUESTION ABOUT...	WHO YOU NEED TO TALK TO
My child's learning/class activities/lessons/homework	Your child's teacher Email: ysgolglanmorfa@cardiff.gov.uk Phone: 02920483663
My child's wellbeing/pastoral support	Your child's teacher Email: ysgolglanmorfa@cardiff.gov.uk Phone: 02920483663
Safeguarding	Designated Safeguarding Lead – Mr M Tomos (Headteacher) 02920483663. Email: ysgolglanmorfa@cardiff.gov.uk
Payments	Telephone school office 02920483663 – Miss L Percy Email: ysgolglanmorfa@cardiff.gov.uk
School trips	Your child's teacher Phone: 02920483663 Email: ysgolglanmorfa@cardiff.gov.uk
Uniform/lost and found	Telephone school office 02920483663 – Miss L Percy Email: ysgolglanmorfa@cardiff.gov.uk
Attendance and absence requests	If you need to report your child's absence, call: 02920483663. If you want to request approval for term-time absence, contact the school office on the number above You can also inform us of your child's absence through the GroupEd app.
Behavior	Your child's teacher Phone: 02920483663 Email: ysgolglanmorfa@cardiff.gov.uk
School events/the school calendar	Telephone school office 02920483663 – Miss L Percy Email: ysgolglanmorfa@cardiff.gov.uk
Advice about Covid 19 / Illnesses	Telephone school office 02920483663 – Miss L Percy Email: ysgolglanmorfa@cardiff.gov.uk
Transport	Local Authority Transport Team
Hiring the school premises	Telephone school office 02920483663 – Miss L Percy Email: ysgolglanmorfa@cardiff.gov.uk
Ysgol Glan Morfa (PTA)	Mrs Delyth Mullane – 02920483663 Email: ysgolglanmorfa@cardiff.gov.uk