



YSGOL CWM  
BROMBIL



Parental  
Communication  
Policy  
July 2022

## Parental Communication Policy

### Purpose

To promote the partnership between school, parents and pupils through efficient and effective communication.

To ensure Ysgol Cwm Brombil is perceived as a welcoming school.

To ensure that parental engagement is excellent.

### Principles

At Ysgol Cwm Brombil, we believe that:

- Families are a crucial influence on the education and development of our pupils and effective partnerships between home and school have a positive impact on pupils' learning.
- It is important that parents have access to relevant information and that they receive our support, guidance and help in a timely and effective way.
- It is important that parents are consulted and given opportunities to provide feedback to the school.

Ysgol Cwm Brombil recognises:

- The important role played by parents, other adults, siblings and peers in supporting learning.
- The importance of effective systems for facilitating communication to support the learning and wellbeing of our pupils.

### Communicating information to parents

- The school will use a variety of methods to communicate information to parents e.g. school prospectus, newsletters, website, email, text, letters, reports, classcharts, twitter, telephone.
- Communication on issues that affect the safety or wellbeing of a pupil will be treated as a priority.
- A calendar of important dates, including parents' evenings, trips, closure days etc will be published on the school website at the beginning of the academic year.
- Parents / Carers are encouraged to provide current mobile telephone numbers and email addresses in order to be able to receive text messages and emails.
- Parents are expected to attend annual parents' evenings and encouraged to support other events which directly concern their child.
- Pupils are entrusted to pass on information between school and home.

### Responding to communications from parents

- Ysgol Cwm Brombil is committed to creating an environment of exemplary working relationships.
- In addition to the scheduled parents' evenings, parents can contact the school to make an appointment should the need arise. It is usually not possible for staff to see parents without an appointment.
- To comply with safeguarding requirements, all parents must report to reception on arrival at school and remain in reception until collected by a member of staff.
- If an emergency arises, parents should quickly contact the office staff who will need to be given sufficient information to quickly alert the most appropriate person.
- The school will endeavour to resolve any issues that concern parents in a timely and effective way and will endeavour to acknowledge the communication should it not be possible to deal with the matter in the short term.
- The school will use a variety of methods to respond to communications received from parents – email, text, telephone, letter, face to face meeting.

The school is concerned with the prevention of unreasonable or unjustifiable behaviour. Our policies should enable staff and parents to raise concerns and allow these to be addressed while ensuring that everyone is treated with dignity and respect.

**Ysgol Cwm Brombil does not permit electronic recordings of meetings or telephone calls by parents or staff without the explicit prior permission of all involved.** If parents wish to request that written minutes of a meeting are taken, this must be requested at the time the meeting date is agreed so that the school can make arrangements for an appropriate member of the administration staff to be available for this purpose. A copy of the minutes will then be provided to the parents and staff involved in the meeting within 5 school days.

### **Consultation**

The school will consult with parents and provide opportunities for feedback through questionnaires.

### **Roles and Responsibilities**

#### **Headteacher**

- Responsible for ensuring that the school has effective communications with its stakeholders.

#### **Staff**

- Responding to communications in a timely fashion and acknowledging the contact should it not be possible to deal with the matter in the short-term. Receipt of an issue should be acknowledged within 2 school days and the resolution of the issue should be communicated within 5 school days following the acknowledgement. There may be a need to inform parents that a particular issue may take longer.
- Respond to communications during school hours (8.20-3.00 Secondary and Primary 8.50-3.45) and not at weekends, in school holidays or late evening. Many members of staff will choose to make contact outside of normal school hours but this is not an expectation.
- When writing up notes from conversations, staff must be mindful that they are writing for a range of audiences, therefore clarity and professional standards are expected.
- Ensure that they only use the school e-mail system, the school telephone system and the school texting system to communicate with parents. No communications from personal e-mail addresses, personal telephones or personal mobile devices is acceptable unless agreed by the headteacher.

#### **Parents**

- Ensuring that the school is informed of known absences of their child(ren)
- Working with their child to ensure they receive any paper communications that the school has sent out.
- Ensuring that all contact information for them held by the school is current
- Leaving times of availability and contact numbers if they wish the school to respond by telephone.
- Checking classcharts regularly.



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