



# Home School Communication Policy

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## Signatures:

	Name	Signature
Chair of Governors:	Ms. J. Williams	J. Williams
Headteacher:	Mrs S. Court	S. Court

## **At Ysgol Golwg Pen y Fan our school values are Ready, Respectful and Safe**

These values serve as our foundation for fostering a positive and effective school environment where children can learn, grow, and thrive. They guide learners, staff and parents in building a culture of preparedness, kindness, and security, all of which are essential for academic and personal success.

### **Our vision**

At Ysgol Golwg Pen y Fan, we create a nurturing, inclusive learning environment, where every child feels safe and supported. We foster positive relationships and a sense of belonging, supporting each child's well-being and aspirations, preparing them for lifelong learning and future success.

The following words represent the foundations of our vision that permeates through our day-to-day learning in school

### **BEACON**

**B**elonging  
**E**ngaging  
**A**spiring  
**C**reating  
**O**pportunity  
**N**urturing

## **Home-School Communication and Messaging Policy**

To help us provide the best possible education and support for your children, we've outlined clear and simple guidelines in this Home-School Communication Policy. We encourage you to familiarise yourself with this policy, which ensures open, respectful, and effective communication between home and school. At Ysgol Golwg Pen y Fan we are committed to maintaining an open and approachable environment where everyone feels comfortable sharing their thoughts and concerns. If you have any questions or concerns, please don't hesitate to contact us.

Thank you for your continued support in fostering a positive and thriving school community.

### **1. How to contact the school**

- **Step 1:** Contact your child's class teacher for any initial concerns or questions at pick up or drop off time, leave a message via the office (in person, email or phone) You can also arrange to meet with you class teacher at a convenient time.
- **Step 2:** If the question/concern is not resolved, contact the campus leader via the office email or phone/leave a message to the office
- **Step 3:** If further support is needed, contact the deputy head (if appropriate) via office email or phone/leave a message to the office
- **Step 4:** Finally, if the issue remains unresolved, contact the headteacher via the office email or phone the office

## **2. Guidelines on how staff should be contacted**

- All correspondence should go through the school office email or phone number
- Messages can be passed to staff or senior leaders on duty at the start or end of the day.

**Telephone:** Junior Campus :01874 622262

Infant Campus: 01874 623038

Cradoc Campus: 01874 622555

**Email:** [Office.msj@golwgpenyfan.powys.sch.uk](mailto:Office.msj@golwgpenyfan.powys.sch.uk)

[Office.msi@golwgpenyfan.powys.sch.uk](mailto:Office.msi@golwgpenyfan.powys.sch.uk)

[Office.cradoc@golwgpenyfan.powys.sch.uk](mailto:Office.cradoc@golwgpenyfan.powys.sch.uk)

- Individual staff emails should not be used for initial contact unless specified by the staff member in exceptional circumstances
- Communication channels such as social media or personal phone numbers are not an acceptable form of communication

## **3. Response time expectations**

- Parents should expect a response within 48 hours during school days to acknowledge their communication and for the class teacher to respond
- For part-time teachers, responses may take up to 72 hours
- If the communication is regarding a safeguarding concern, we will reply as soon as possible
- During school breaks, weekends, and bank holidays, responses will be when staff return from leave, numbers are available for safeguarding and emergency needs

## **4. How else we will communicate with you?**

- SCHOOP app - download the app onto your smartphone and use our ID available from the office. Decide on the channels that you wish to follow and you will receive alerts and news
- Each class will share weekly learning via your class SCHOOP channel
- Each class will have updates for their class via the class SCHOOP channel
- Newsletters – these will be shared on SCHOOP
- School Calendar – this is available on the website and on SCHOOP
- All forms for bookings are available on SCHOOP
- The school website, is currently under development and will contain key school information
- Your teacher may email you via teacher centre – this is a one-way system
- The office/class teacher or leadership team may contact you directly via email or phone

## **5. Behaviour/Code of conduct expectations**

- Communication with the school should be respectful and polite at all times.
- Parents/carers and staff are expected to maintain a professional and courteous tone
- Any form of defamatory, abusive or threatening language and behaviour will not be tolerated

## **5. Consequences for policy breaches**

- Verbal or written warnings will be issued for minor breaches
- Repeated or severe breaches may result in a ban from the school site
- In extreme cases, the school may seek legal advice from the local authority
- Please also see the vexatious complaint policy

## **6. Complaints procedure**

- For detailed information on how to make a complaint, please refer to our Complaints Procedure Document available on our website or via the school office.