


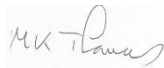


# Gwaunfarren Primary School

## Parent Communication Policy

Autumn 2025

# Parent Communication Policy

<b>Headteacher</b>	<b>Mr A. Lewis</b>	
<b>Date</b>	October 7 <sup>th</sup> 2025	
<b>Chair of Governors</b>	<b>Mrs M. Thomas</b>	
<b>Policy Date</b>	Autumn Term 2025	
<b>Policy Review</b>	October 2026	

## **Policy Summary**

**This policy has been formulated as a clear outline of how effective communications will take place between staff, pupils, parents/guardians, and any other relevant person regarding any aspect of school life at Gwaunfarren Primary School.**

**The aim is to ensure everyone understands when, how and with whom to communicate in any given situation.**

**This policy will be followed in all situations.**

## **Purpose**

Good communication between home and school is essential to parents/carers and school staff and is of ultimate importance for each individual pupil. Methods and means of communication need to be simple, effective, and understood to ensure trust, confidentiality and respect between home and school. It is not merely about passing on information but is about promoting partnership that puts the interests of the child first.

We believe firmly at Gwaunfarren Primary School that we must make every effort to communicate effectively with each other, with our pupils, with their parents/carers and with other members of the wider community. We aim to ensure that any communications between any member of the school community is clear, professional, timely and appropriate.

## **What we want to achieve:**

- To keep staff, pupils, parents, governors, and other relevant parties well informed.
- Maintain openness, honesty, being always ethical and professional.
- Make sure any communication is timely.
- To use the methods of communication most effective and appropriate to the context, message and audience.
- Enhance existing and future school policies and procedures.
- To be compatible with our core values and vision.

## **Who will be responsible?**

### **Senior Leadership Team (SLT):**

- Will ensure they communicate with staff appropriately, with all relevant information available for onward communication with colleagues and parents/carers effectively.
- To maintain open channels of two-way communication and to listen to feedback and comment from all stakeholders (school staff, parents/carers, governors, and other relevant parties).

### **All staff**

- Will aim to communicate effectively with parents/carers senior leaders and governors as appropriate.
- Will guide parents, governors, and others to use the communication methods outlines within this policy as required.

### **Governors**

- Will ensure the use of trusted online spaces when communicating between governors or with the school – HWB or Microsoft Teams.
- Use a variety of communication methods to promote and explain the work of the governor.
- Will guide parents/carers to the appropriate means of communication.

## **Volunteers and Contractors**

- Will always guide any communication about any aspect of school life towards the communication policy.

## **External methods of communication**

We have many lines of communication to maintain as a school community, e.g., with parents and carers, other schools, the local community, and with outside agencies. Our aim is to make every avenue of communication clear and effective, with all parents/carers and the wider school community. Sharing frequently meets our aim of keeping parents/carers well informed about school life and reinforcing the important role that they play in supporting their children and our school.

Whilst staff will always seek to establish open and friendly relationships with parents, they will also ensure complete professionalism in those relationships. Staff and governors will be expected to address parents/carers and conduct relationships appropriately.

In recognition of the special, and professional relationship teachers are required to have with parents/carers, teaching staff should not accept friendship requests from parents on social media. We aim to make all written communication as accessible and inclusive as possible. We will always aim to avoid bias, stereotyping or any form of discrimination and will work to both recognise and celebrate the contributions to our society by all cultural groups represented within our school.

## **Communications with Parents/Carers**

### **Letters:**

- Staff will respond to parents' letters requiring an answer within 5 school days to acknowledge receipt of the communication. Up to a further 10 school days can be granted where further investigation of the matter is required. Any letter of complaint must be referred to the Headteacher immediately. Letters to parents must be approved by the Headteacher before they are sent. Copies of all correspondence to individual parents will be placed in pupil files.

### **Email:**

- The main email address for the school, which is regularly viewed by the clerk and Headteacher is office [office@gwaunfarren.merthyr.sch.uk](mailto:office@gwaunfarren.merthyr.sch.uk)
- Staff emails are shared with parents. Staff have only a small window before the start and at the end of each day to respond to emails. (No later than 4pm). Therefore, if you require a more immediate response, you should call or email the office account.
- Emails sent outside of working hours will be dealt on the next working day. We ask that you not email staff directly after 4.00pm or before 8am. Urgent emails should be directed to the Headteacher outside of these hours. The email address is [head@gwaunfarren.merthyr.gov.uk](mailto:head@gwaunfarren.merthyr.gov.uk)

### **Telephone calls:**

- Office staff will not interrupt teaching for staff to answer a telephone call unless it is an emergency.

### **Social Media Sites/Blogs:**

- Staff are advised not to communicate with parents via social networking sites or accept them as "friends". Staff should not accept pupils or ex-pupils as "friends".

**Written Reports, parent consultation and communication regarding ALN (Additional Learning Needs):**

- Three times a year, we provide a full written report to each child's parents/carers on their progress.
- Parents meet their child's teacher/s twice during the year for an individual consultation at a Parents' Evening. Currently, this is via an open evening and an online consultation which are a maximum of 10 minutes.
- We encourage parents/carers to contact the school if any issues arise regarding their child's progress or well-being. When children have particular education needs, or if they are making less than expected progress, parents will be invited to meet with their child's teacher more regularly. We will also make reasonable adjustments to our arrangements if this will enable a parent with a disability to participate fully in a meeting at our school, or to receive and understand communication.
- Parents of children with an IDP (individual Development Plan) will have the opportunity to review the IDP at least once a year.

**Newsletters:**

- Newsletters are shared termly via online platforms.

**Website:**

- The school website provides an opportunity to share information about the school and is an opportunity to promote the school to a wider audience.
- Key information for new starters can be found on our website.
- Each class has its page on the school website which is updated termly.
- The website contains key policies and other useful information.

**Online Learning Platforms:**

- The main online learning platform used are SeeSaw, Google Classroom and Class Dojo.
- Throughout the year, homework and messages from individual staff members will be provided through the online learning platforms.
- Class Dojo, as with emails, staff have only a small window before the start and at the end of each day to respond to communication on their learning platforms (no later than 4.30pm), unless they have non-contact time out of class. Therefore, if you require a more immediate response, you should call or email the office account. Again, we ask that you do not message staff directly outside of school the hours defined above.

**Communication at the classroom door:**

- Brief, short messages that are not confidential can usually be discussed at the classroom door.
- If you need to pass on urgent or sensitive information and you are unable to call or email the office, please go to the main office where we will try to help.

**Home-School agreements and parent voice:**

- Home School Agreements are signed on entry.
- Throughout the year questionnaires are sent out to parents and the results are analysed and used to improve the school.

**Additional meetings with parents**

- Any parent wishing to discuss an issue with a member of staff should contact the school in advance to arrange a mutually convenient time for a meeting. We will endeavour to contact you as soon as possible.
- Issues relating to class should be discussed with the class teacher in the first instance. If you are not happy with the outcome of the discussion with the class teacher, please contact the school to arrange to speak to the Headteacher or member of the senior leadership team.

**How will this policy be monitored and evaluated?**

This policy will be monitored through on-going school self-evaluation. The Headteacher will use a variety of methods to evaluate this policy with staff, parents and governors.

**Review date: Yearly.**