



YSGOL BRO GWAUN

Home-School Communication Policy Polisi Cyfathrebu rhwng Cartref ac Ysgol

Adolygiad/Review: Bob 3 blynedd / Every 3 years

Adolygiad nesaf/Next Review: < 01/10/2029 >

Wedi Cytuno gan y Llywodraethwyr

Approved by Governors

Arwyddwyd/Signed:

Pennaeth/Headteacher:

Llywodraethwr/Governor:

Date:

1-10-26

Purpose

This policy outlines the communication procedures between Ysgol Bro Gwaun, parents, carers and guardians to ensure clear, efficient and respectful communication. It also provides guidance for addressing instances of inappropriate behaviour to maintain a safe, supportive and positive school environment.

The policy applies to all members of the school community at Ysgol Bro Gwaun.

1. Principles of Effective Communication

Respectful and Professional

All communications between school staff, parents, carers and visitors should be conducted in a respectful, professional and courteous manner. Inappropriate behaviour, including aggression, harassment, intimidation or abuse, will not be tolerated.

All communication should be conducted through official school channels and not through personal social media accounts, personal email addresses or private messaging platforms.

Timely Responses

The school aims to respond to enquiries and communications within two working days during term time. Where further investigation is required, an acknowledgement will be sent and a timescale for a full response provided where possible.

Clear and Consistent Communication

The school will provide clear, accurate and accessible information regarding school events, pupil progress, key dates, policy updates and other important matters to ensure parents and carers remain informed and engaged.

Confidentiality and Privacy

Personal or sensitive information will be handled in accordance with the General Data Protection Regulation (GDPR) and the school's data protection policies.

Official Channels Only

Communication between school staff, parents, carers and visitors must take place through approved communication channels, including:

- School email
- Telephone
- EduSpot
- ClassCharts

Neither staff nor parents should communicate regarding school matters through personal social media accounts or messaging services such as Facebook Messenger, WhatsApp or similar platforms. This helps maintain professional boundaries and ensures communications are appropriately recorded.

2. Communication Platforms

The school uses the following platforms to communicate with parents, carers and pupils.

2.1 EduSpot

Usage

EduSpot is the school's primary communication platform and is used to distribute:

- Letters and correspondence
- Newsletters
- Important announcements
- Event information
- Emergency updates
- Attendance notifications
- General school communications

Registration

All parents and carers are encouraged to access EduSpot regularly to ensure they receive communications promptly.

Notifications

Important notices, including school closures, urgent updates and key reminders, will be communicated via EduSpot.

2.2 ClassCharts

Usage

ClassCharts provides parents and carers with access to information relating to their child's:

- Homework
- Achievement points
- Behaviour records
- Detentions and sanctions where applicable

Homework Monitoring

Parents and carers can monitor homework tasks, deadlines and completion through ClassCharts and are encouraged to review this information regularly with their child.

Behaviour and Achievement Monitoring

ClassCharts supports positive home-school communication by allowing parents and carers to view behaviour and achievement information throughout the year.

3. Contacting the School

Parents, carers and visitors can contact the school through the following methods.

Any restrictions imposed will be communicated in writing.

5.3 Physical or Verbal Abuse

Threats, harassment or physical abuse directed towards staff, pupils or visitors will result in immediate action.

The school reserves the right to involve external agencies, including the police, where appropriate. Access to the school site may also be restricted where an individual's behaviour poses a risk to the safety or wellbeing of others.

6. Safeguarding, Wellbeing and Bullying Concerns

At Ysgol Bro Gwaun, we are committed to creating a safe, supportive and inclusive environment where every pupil feels valued and respected.

The school takes all reports of bullying, discrimination, harassment and safeguarding concerns seriously and encourages parents and carers to contact the school promptly when concerns arise.

Reporting Concerns

Parents and carers can:

Email the School

office@ysgolbrogwaun.com

Telephone the School

01348 872268

Request a Meeting

Arrange a meeting with the appropriate member of staff, Progress Manager, Head of Year, Wellbeing Team member or member of the Senior Leadership Team.

All concerns will be investigated appropriately and managed in accordance with the school's safeguarding, wellbeing, behaviour and anti-bullying procedures.

No pupil should suffer in silence. The school encourages open communication between pupils, parents and staff so that concerns can be addressed quickly and effectively.

7. Face-to-Face Meetings

Appointments

Meetings with teaching staff, pastoral staff or members of the Senior Leadership Team should be arranged in advance through the school office.

Parents' Evenings

The school holds Parents' Evenings throughout the academic year to provide opportunities for parents and carers to discuss academic progress, wellbeing and next steps with staff.

SLT Parent Forum

Ysgol Bro Gwaun values parental voice and recognises the importance of partnership working between home and school.

The school's Senior Leadership Team Parent Forum provides opportunities for parents and carers to:

- Share feedback
- Discuss school developments
- Contribute ideas
- Strengthen home-school partnerships

Helping From Home Evenings

The school regularly offers "Helping From Home" events designed to support parents and carers in helping their children succeed.

Topics may include:

- Online safety
- Literacy development
- Numeracy development
- Homework support
- Revision strategies
- Digital learning platforms
- ClassCharts
- Study skills and organisation

These sessions strengthen parental engagement and provide practical guidance to support pupil progress and wellbeing.

8. School Website and Social Media

School Website

The school website:

www.ysgolbrogwaun.com

provides information relating to:

- School policies
- News and updates
- Key dates and events
- Curriculum information
- Parent guidance and support
- Examination information
- Statutory reports and documentation

Parents and carers are encouraged to check the website regularly.

Social Media

The school uses official social media platforms to celebrate achievements, share news and communicate general announcements.

Social media is not intended for individual concerns, complaints or enquiries about particular pupils. Matters relating to individual pupils should always be raised through official communication channels such as email, telephone or arranged meetings.

9. Monitoring and Review

This policy will be reviewed annually by the Senior Leadership Team to ensure it remains effective, relevant and compliant with current legislation and guidance.

The school may seek feedback from staff, parents, governors and other stakeholders as part of the review process.