



**YSGOL  
AFON WEN**

# **COMMUNICATION POLICY**

Ratified by Governors	16 <sup>th</sup> October 2025
Signed Chair of Governors	
Headteacher	Mrs Claire Crockett
Review Date	Autumn 2028



# YSGOL AFON WEN



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## Aim

At Ysgol Afon Wen (YAW) we aim to have clear, effective, high quality communication among staff and with students, parent/carer/carers, governors and members of the wider school community. We aim to ensure that communications between all members of the school community are clear, professional, timely and appropriate.

## Objectives

All communications at YAW should:

- Keep staff, students, parent/carer/carers and other stakeholders well informed about students' progress and personal development, as well as any issues affecting students' wellbeing
- Be open, honest, ethical and professional
- Use jargon- free English and be easily understood by all
- Be actioned within a reasonable time (as defined within the policy – see below)
- Use the method of communication most effective and appropriate to the context, method and audience
- Take account of relevant school policies

## Internal Communication

### **Communication with Colleagues by Staff at YAW**

All communication with colleagues at YAW should be carried out professionally and positively, in line with school policies and expectations.

#### **Meetings**

There is a programme of meetings set out on the school calendar. Initial drafts of next academic year calendars will be shared with staff representatives for consultation before they are finalised. All formal meetings should be minuted and all members invited to contribute to the agenda. It is important that time is set aside for structured opportunities for staff to engage in team working and to contribute to the department / faculty / team's reflection on priorities, activities and future plans.

For all formal meetings, notes should be taken, action points progressed and feedback given to staff. Minutes of meeting should be copied to relevant staff, SLT and saved on staff shared area on the department / faculty / team drive, in a subject folder.

#### **E-mail**

The school gives all staff their own email account to use for all school business. E-mail can be an efficient way of communicating with colleagues and passing on information, however, it should not be used as a substitute for face to face contact and staff must consider whether it is the best way to communicate in each situation. Staff should ensure that the sending of attachments is limited, that no chain letters are sent and that no adverts are embedded in emails. 'All Staff' emails should only be used in emergencies or for matters of great importance to the whole school community. Phone messages taken by office staff will be shared with relevant personnel via e-mail.

## **Written Communication**

Documents representing written communication are placed in trays in the staff room, which staff should check on a daily basis. Relevant written communication relating to meeting / CPD events and briefings may also be shared in person.

## **Staff Information Sharing**

Weekly staff bulletins will be shared on a Monday morning for the week ahead. A half termly overview will also be provided. Staff should ensure all agreed activities are included in weekly bulletins.

Face-to-face staff briefings take place at 8.15am promptly on a Wednesday, where notices regarding the week's events and other information are shared.

## **Noticeboards**

Staff notice boards are located in the staff room. These are maintained and updated by relevant staff.

## **Communication with Students**

This occurs on a daily basis in structured and more informal ways, for example:

- Daily Form Group briefings
- Daily Notices
- Assemblies – Year Groups
- School Senedd
- Student Voice
- Website
- Google Classroom
- Noticeboards

Staff must ensure that their communications with students are always carried out professionally. Staff must not engage in private/personal correspondence with a student. Staff will not communicate with students via social networking sites or accept them as their “friends”. The exception is networks set up specifically for the purpose of teaching and learning.

Feedback to students on their progress will be given to them by their teachers on a regular basis. The intention of this is to provide challenge and support for students that will allow them to improve and develop. Feedback will come in a variety of forms, and from a range of sources – we will seek to use peer, self and teacher-led feedback in a purposeful, timely and productive manner. (See YAW Marking and Feedback Policy)

## **Student Information Logging**

YAW uses a range of platforms, such as Provision Maps, Class Charts and My Concern, to log a variety of information in relation to learners. This information is to be logged in a brief and factual manner at all times by staff.

## **External Communication**

### **Communication with Parent/carers and Other Important Stakeholders**

At YAW we aim to have clear, effective communications with all parents/carers and the wider community. Effective communications enable us to share our aims and values, through keeping parents/carers well-informed about school life. This reinforces the important role that parents/carers play in supporting the school. Whilst staff will always seek to establish open and friendly relationships with parents/carers, it is appropriate that relationships are professional and parents/carers are addressed in a formal manner. YAW aims to make our written communication as accessible and inclusive as possible. We wish to celebrate the contributions made to our society by all the groups represented in our school.

YAW acknowledges the right of non-resident parents/carers to receive all key school-to-home communications (such as progress reports) at the same time as resident parents and to have the same opportunities to interact with school staff regarding the progress and welfare of their children.

### **Letters / E-mails from Parents / Carers**

Staff will endeavour to reply to parents/carers' written communication as quickly as possible. We will seek to acknowledge receipt of written communication within two working days and to send a reply within five working days. Letters dealing with whole-school matters, sensitive matters or matters relating to parental concerns or complaints must be approved by the Headteacher before posting. Copies of correspondence with parents/carers will be placed on student files.

Email is a quick, effective way of communicating information however it does not replace face to face meetings where some discussion is required. All e-mail should be treated as letters and should be checked carefully. Staff should acknowledge e-mail as they would a letter, within two working days wherever possible, and send a full reply within ten working days. E-mails should be written carefully, in the same way as a letter.

Under no circumstances should staff contact students, parents/carers or conduct any school business using personal email addresses.

### **Telephone Calls**

Staff should only contact parents/carers by telephone using the school telephone system, except in an emergency. Staff should take notes about the content of telephone calls, as they would with meetings with parents/carers. Detailed notes from telephone calls, including factual, main points of discussion and action required/taken should be logged on Provision Maps.

### **Social Media**

Staff will not communicate with parents/carers/pupils via social networking sites or

accept them as their “friends”.

### **Meetings with parents/carers**

Any parent/carer wishing to meet with a member of staff should contact the school in advance and request a meeting with the member of staff.

Parent/carers should avoid coming to the school to discuss a matter with a member of staff without an appointment. If a parent/carer comes to the school without a prior appointment, the member of staff may still choose to meet with them, but there is no expectation to do so. Parents/carers (like all visitors) should report to Reception prior to meeting with a member of staff. If the meeting is due to take place outside office hours, separate arrangements can be made. A member of staff may ask for their line manager to accompany them.

If a meeting with a parent/carer is taking place outside normal school hours, the member of staff should try, where possible, to ensure that another colleague is nearby. It is perfectly acceptable to call a meeting to a close in order to allow time for further investigation. Staff should call a meeting to a close in the event of the parent/carer becoming angry or abusive. The member of staff should report such an incident to their line manager and seek further advice.

### **Parent/carer mail**

We encourage all parents/carers to inform the school of their current e-mail address, to allow them access to YAW In-Touch communications system, which is a quick and efficient method for the school to communicate electronically with parents/carers. In-Touch is used to send out a variety of information, either to a targeted group, or to all parents/carers.

We aim to have 100% of parent/ carers signed up to In-Touch to facilitate paperless communication.

### **Written Reports**

Once a year a full report is sent to parent/carers on their child's progress in each subject. The report identifies areas of strength and areas for further development. Students are also given the opportunity to comment on their own progress and parents/carers are invited to contact the relevant members of staff if they wish to make a comment. Each student is also issued with two /three Interim Reports per year, depending on their year group, which give grades for effort, application and progress. In addition, parent/carers meet their child's subject teachers once a year, at the relevant parent/carers' consultation evening. When students have additional learning needs or if they are making less than expected progress or experiencing behavioural or disciplinary difficulties, we would expect to meet with parent/carers more regularly. (See YAW Reporting Policy)

### **School Prospectus**

The school prospectus contains a range of specified information to give parent/carer/carers a full picture of provision at YAW. This is updated every year. The prospectus information is also available on the school website.

### **School Website**

The school website provides information about the school and an opportunity to promote the school to a wider audience. It also has a regularly updated area for information for current parent/carers. A calendar of school events is also available on the website.

### **School Social Media Platforms**

YAW has official Twitter and Facebook accounts, which are information sharing platforms only. Parents/Carers should not communicate with school via these platforms. We will ensure parental /carer consent to share photos of learners on social media at the beginning of each academic year

### **Public Access Documents**

Curriculum information, policies and copies of recent letters will be available on the school website.

### **Home-School Communication**

All students and parents / carers are issued with a Class Charts account. This enables teachers to record a wide range of information that they wish to share with home, including merit awards, behavioural concerns and own work tasks. Parents/carers should install the Class Charts app and check it regularly.

### **Parents/Carers' Information Evenings**

Meetings are held prior to any residential trip to inform parent/carer/carers of planning, content and arrangements.

A meeting for new parents/carers is held in July each year. Additional meetings include a Year 7 Pastoral Evening, Year 9 Options Evening, Year 11 GCSE evening, a Year 5 Open Evening, as well as one Progress Evening for each Year Group.

### **Communication from Parents/carers/other family members to school**

We encourage parent/carers to contact the school if issues arise regarding their child's progress or well-being.

For everyday issues parent/carer/carers should contact their child's form tutor in the first instance. If there are specific subject problems, parent/carer/carers should contact their child's subject leader. For issues that are persistent or serious then parent/carer/carers should contact the relevant Progress Lead. All relevant staff can be contacted via email or by phone.

In an emergency, parents/carers should call the school reception to explain the situation. The receptionists will then put them in touch with the most appropriate member of staff.

If a child is absent from school and we have no indication of the reason, the Attendance Team will contact a parent/carer by 10am by text or phone, to find out the reason for the absence.

As we are a 'No 'phone School' we kindly ask all Parents / Carers to refrain from contacting your child via mobile telephone during the school day. We also ask all parents / carers and other visitors to the school to respect this policy and not use their mobile 'phones on school site.

*We would ask that parents/carers:*

- Communicate in a respectful and reasonable way at all times when communicating with members of staff. It is not acceptable for any stakeholder to use insulting, abusive or threatening language, or to adopt a threatening or aggressive tone when communicating with staff. If any stakeholder does communicate with staff in this way a range of responses will be used. These could involve limits being imposed on the ways in which that stakeholder can communicate with school staff, and, in more extreme cases, contact being made with the police to report the incident.
- Address individual members of staff via email rather than use the general school email address
- Only use the school's telephone system to make telephone calls to staff
- Follow the school's Complaints Policy if they have any significant concerns

### **Communication with Other Schools and Outside Agencies**

Staff will communicate with other schools and external partners in a professional and appropriate manner. The ultimate goal of such communication is to benefit the students of YAW.

Before joining Year 7, students are visited in their primary schools to support their transition to YAW, as well as joining YAW during Transition week, and extensive communication is carried out with staff at these primary schools in order to gain as much information as possible about all students before they begin at YAW.

### **Safeguarding**

We are supported and regularly communicate with various agencies and groups of professionals who keep us informed on ways to meet students' needs to ensure that students can participate fully. Support comes from such services as Attendance and Wellbeing Services, Educational Psychologists, Behaviour Support Services and Children's Services.

We recognise that children have a fundamental right to be protected from harm, that their protection is a shared responsibility, and that our school should provide a safe and secure environment. We are the people most in contact with our children, and we are therefore in a unique position to identify and help abused children. So, when any member of staff has concerns about a child, these will be passed on to the Designated Safeguarding Officer, who may share this information with relevant agencies

We hold information on students in our school and from time to time we are required to pass some of this information to others for educational purposes. Details have been sent to parent/carers about the types of data we hold, why we hold that data, and who we may pass it on to. This is a requirement under the Data Protection Act 1998. Parent/carers have a right to view the information we hold, and we have contact details of the agencies to which our information is passed. YAW has a designated GDPR officer to ensure it is always compliant.