



Croesyceiliog School

Turnpike Road, Croesyceiliog, Cwmbran, NP44 2YB

Tel: 01633 645900

Website: www.croesyceiliog.org.uk

Email: head.croesyceiliogcomp@torfaen.gov.uk

19 September 2023

Dear Parents/Carers,

We recognise the importance of clear and effective communication that is open and accessible. It is very important to us that we work closely in partnership with parents and carers, and we understand that communication between home and school is key to success. It underpins positive wellbeing for all.

Main platform for school communication

We listen to parents and understand that following different platforms for school news can be confusing. Therefore we would like to clarify that the **main platform for communicating important whole school information and updates will be the School Gateway app**. We will continue to use Class Charts for information sharing which is subject specific such as homework and revision sessions; and student achievement and behaviour points.

We use the School Gateway and Class Charts apps and both platforms share very important aspects of school information: for example, your child's attendance is on the School Gateway app whilst your child's rewards and behaviour points are to be found on Class Charts. We are working on our school systems and are aiming to move to one platform for all purposes as soon as we are able to, for ease of access for students, parents and teachers.

Our social media sites such as Facebook, Twitter and Instagram will only be used to share student news such as pictures of students celebrating their GCSEs, PE results and celebrations, and external news that may be of interest to parents. Important school information and updates will not be shared on social media sites to avoid any confusion of our school messages.

School contact details

The main office in school can be contacted via 01633 645900 if you have an urgent matter regarding your child.

Each year group now has an email address that can be used to contact your child's Wellbeing Achievement Officer and/or Director of Wellbeing for any query regarding your child. The contact email address is the year that your child's year group started at Croesyceiliog School followed by @croesy.schoolsedu.org.uk.

2023/24 year group contact details are:

Year 11: 2019@croesy.schoolsedu.org.uk

Year 10: 2020@croesy.schoolsedu.org.uk

Year 9: 2021@croesy.schoolsedu.org.uk

Year 8: 2022@croesy.schoolsedu.org.uk

Year 7: 2023@croesy.schoolsedu.org.uk

To report your child's daily absence from school, please contact us via the School Gateway App as this is the most efficient way for the absence to be recorded. We appreciate that parents are perhaps used to making phone calls to school for absences however the School Gateway is the most efficient way to communicate with school.

If you have any concerns regarding your child's attendance or you need any support with attendance, please contact Mrs Davies via cro.ace@croesy.schoolsedu.org.uk

Headteacher: Ms N Richards



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The School will always try to return phone calls within 24 hours and emails within 72 hours, however there may be some instances in which this is not possible.

We work hard to respond appropriately and swiftly to any concerns. Please discuss with the school if there are any issues you wish to address. Sharing issues on social media is unhelpful, can exacerbate an already difficult situation and could be a breach of law. We ask parents and carers not to do this in any circumstance.

Headteacher Communication

To discuss any matter regarding your child, please contact your child's wellbeing team via the contact details earlier in this letter. If you wish to contact the headteacher or members of the senior leadership team, please contact the headteacher's PA via 01633 645900. Please be aware that all of our school policies can be found on the school website [here](#).

To further improve communications between home and school we are offering an 'open door' session with the headteacher between 4.30pm – 6.30pm on the following dates:

- ✓ Monday 16th October
- ✓ Monday 27th November
- ✓ Monday 22nd January
- ✓ Tuesday 11th March
- ✓ Monday 13th May

Our 'open door' session is on **Monday 16th October 4.30pm – 6.30pm**. The aim of the evening is to provide an opportunity for parents and guardians to raise a concern or query about our school provision.

To request an appointment, please email the headteacher's PA: K.Emmott@Croesy.schoolsedu.org.uk by 3pm on Wednesday 11th October so we can book you a 15-minute appointment. Please let us know what you wish to discuss in advance.

If you need to speak with the school urgently due to a safeguarding issue, please ask to speak to the Designated Safeguarding Person or any member of the Senior Leadership Team.

Yours sincerely

Ms Natalie Richards
Headteacher

Headteacher: Ms N Richards