

Effective Communication

Croesyceiliog School recognises 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. In the current climate, we are going to communicate some information with you in a different way.

Education works best when we all work together

We ensure that our school ethos of Learning, Respect and Ambition (the values that we expect all of our students to uphold in all aspects of school life), underpin the way in which we communicate with all members of our school community. We expect every member of our community to be mindful of these values in all correspondence with the school and to be kind citizens that respect others and make positive choices.

Our Communication to you

We work with all our staff to uphold the expectations in regards to communication. We recognise the importance of keeping you informed about your child's learning experience at Croesyceiliog School. Information is sent to all parents on an annual and termly basis. This communication happens through reports (via the School Gateway App), School Cloud, Parents' Evenings, the school newsletter, the school Twitter accounts, the school website, information evenings and the Executive Headteacher/ Head of School Open Door sessions.

Learning, Respect, Ambition

The following guide outlines the responsibilities of parents, carers and staff in Croesyceiliog School to ensure our school operations and communications are in line with our school ethos which is **Learning, Respect and Ambition**.

This guide also outlines how some of our communications will change in the coming school year.



Many of our face-to-face communications will now have to be undertaken virtually. We will ensure parents /carers receive the same quality and frequency of information from our school, and will update all parents /carers on routines for these communications throughout the year.

COVID-19 Protective Measures

We are very disappointed that we will not be able to invite large numbers of parents and carers onto our site at present.

We are therefore now using technology, such as Microsoft Teams as our tool for virtual meetings and events. Microsoft Teams is available for free through each student's Hwb account, in the Microsoft Office 365 suite. Guides for use of this technology can be found on our school website. Parents evenings use School Cloud.



Croesyceiliog School



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Respectful Communication is a Right

In workplaces, people have the right to feel respected. Unacceptable and offensive behaviour and communication has no place in the Croesyceiliog School community. We expect respectful communication in face-to-face interaction, 'phone calls and through virtual media, such as Hwb, Google Classroom, email and social media platforms. This respectful communication is expected from all staff, students and parents / carers.



Your Communication to Us

In the first instance, please use the following methods of contact for different queries:-

- Main Reception staff on 01633 645900 or the Croesyceiliog School email address head.croesyceiliogcomp@torfaen.gov.uk if your query is related to your child's curriculum;
- Wellbeing Leads emails can be found on the school website here: shorturl.at/grGX0

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.

The School's Response

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.

Parents and carers are asked not to attend school to meet with staff without an appointment as staff will not be able to meet with you. This is especially important at present as we must limit the number of people on our school site to keep everyone safe.

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.

At Croesyceiliog School, we strive to provide enriching and engaging learning opportunities, in and out of the classroom, to develop the skills, knowledge and attributes needed to lead successful lives. We learn together to become kind citizens that respect others and make positive choices. Our ambition is to ignite a passion for lifelong learning.

Unacceptable Communication

We recognise that people may act out of character in times of trouble or distress. There may have been upsetting or distressing circumstances leading to contact with the school. We do not view behaviour as unacceptable just because a communication is forceful or determined. In fact, we accept that being persistent can be a positive advantage when pursuing an issue. However, to ensure the wellbeing of students, staff and the community, steps will be taken to address unacceptable behaviour and communications. We include actions that result in unreasonable demands on the school, such as being expected to respond to lengthy and detailed emails in short time frames, or expecting an immediate response to a phone call (unless it is a genuine emergency), as unacceptable communications.

Any member of staff who directly experiences aggressive or abusive behaviour from a complainant has the authority to deal immediately with that behaviour in a manner they consider appropriate to the situation and in line with our values. If unacceptable behaviour continues, we may take actions such as restricting contact to the school in different ways.