



# **Polisi Cyswllt Rhieni ac Athrawon**

## ***Policy for Parent and Teacher Contact***

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## **Policy for Parent and Teacher Contact**

*At Ysgol Gymraeg Y Fenni, we operate an 'open door' policy for parents/guardians. The purpose of our 'open door' policy is to encourage open communication, feedback and discussion. We value the contribution and input parents make to the school.*

*If you have any worries or concerns about your child's education or welfare, then we believe that it is far better that you come into school and discuss them – in the first case with the class teacher and then with the Head Teacher if you are not satisfied. Following this process allows issues to be resolved and explained.*

*Whilst we agree that social network platforms are excellent forums for communicating and exchanging ideas we believe that these are not the appropriate platforms for voicing dissatisfaction and complaints about school procedures.*

*By following processes outlined in this policy staff will listen to your concerns and work with you to resolve any issues that you might have. Staff and parents are expected to be reasonable and be fair to all parties. It is in the best interests of all our children to work together.*

*We are able to maintain our 'open door' policy by requesting your cooperation with the following rules:*

- All visitors to the school must report to the school office upon arrival.*
- Class teachers will usually be available before the start of the school day or end of the school day, during handover.*
- In some cases, the teacher may not be available for genuine reasons and a different meeting time should be arranged.*
- If you feel that the matter needs more than 5 minutes to discuss, then parents should phone the main office to make an appointment to see the member of staff at a mutually convenient time or email the school.*
- Staff may also be available to take phone calls. If they are not available, please leave a contact number so that the member of staff may call you back at a convenient time.*
- At the beginning of the school day and during working hours, the main school building is accessible to parents and access controlled. The site is locked for the purpose of safeguarding pupils.*
- We are a school that promotes respect. At no time should parents raise their voices at staff. Aggressive, challenging or threatening behaviour is unacceptable. Anyone who misuses the policy may be asked to leave the school premises.*
- If you remain unhappy with the way the school has dealt with the problem please refer to the Complaints Policy and follow the procedure outlined.*
- Staff will respond to emails within 24 hours (on working days). You may receive an initial email confirming receipt of your message in order for us to look into the matter you have highlighted.*
- Staff will respond to emails during their working hours.*