







Recommended Communication Procedure for Parents

If you have a concern that relates to your child at the school, please follow the procedure below:

Learning Concerns	Pastoral Concerns (Pastoral care covers our support of your child's individual needs, their emotional wellbeing and helping them with any personal problems they may be experiencing at school.)	Concern relating to a particular learning or physical needs	Issues relating to staff	Concerns or queries relating to school administration
<p>Please discuss any concerns with your child's class teacher. We are happy to meet you at the door for a short conversation or leave a message with Mrs Hazelton on the playground and she will arrange a phone call.</p> <p style="text-align: center;"></p>	<p>Please meet with your child's class teacher and talk about your concerns.</p> <p style="text-align: center;"></p>	<p>Please meet with your child's class teacher and talk about your concerns, in the first instance.</p> <p style="text-align: center;"></p> <p>Please arrange a meeting with the school's Additional Learning Needs Coordinator (ALNCo)</p> <p style="text-align: center;">Mr S Bean</p>	<p>Please contact Mrs Hazelton who will forward your concern to the most appropriate person.</p>	<p>Please contact any of our administration staff.</p>
<p>If you feel you need a further conversation please contact the Key Stage Leaders Mrs J Leach Foundation Phase Leader Mrs W Gordon Key Stage 2 Leader via gwenfops@valeofglamorgan.gov.uk</p> <p style="text-align: center;"></p>				
<p>Please make an appointment to see Mr S Bean our Deputy Headteacher if you remain concerned following the steps above at gwenfops@valeofglamorgan.gov.uk</p>				

Our full school complaints policy can be found on our website or a hard copy can be obtained from the school office.



Please make an appointment to see our Headteacher: **Miss N Starke** if you remain concerned after following the steps above.

Teachers are available after school for informal conversations (where we will ask you to wear a face covering unless exempt) and appointments can be made with all of the above staff by contacting the school office on 02920 593225 or emailing gwenfops@valeofglamorgan.gov.uk. If you are writing to the school it is really helpful if you give us as much information about the background of your concern or complaint as possible, including who it involves, and what you would like the outcome to be.

Please do not email staff directly on hwbmail email addresses or class Teams pages as these are not currently monitored daily unlike the school inbox. These email addresses have returned to internal use only and any parental communications should come via gwenfops@valeofglamorgan.gov.uk please.

Please allow up to 5 working days for responses, however we will always try to answer any queries in a shorter timeframe.