

# Radnor Primary School Ysgol Gynradd Radnor



Radnor Road/Heol Radnor, Canton/Treganna

Cardiff/Caerdydd CF5 1RB

Tel/Ffon: 029 2038 7506

Email/Ebost: [radnorprm@cardiff.gov.uk](mailto:radnorprm@cardiff.gov.uk)

## Communication Policy October 2025



Healthy

Respectful

Inclusive

Resilient

Kind

Eco-  
friendly

## **Purpose**

The aim of this policy is to strengthen partnerships between the school, parents, carers, and relevant professional bodies, while also outlining communication between staff and pupils. Every member of staff shares responsibility for maintaining effective communication, recognising that the quality of their interactions contributes directly to the school's reputation. Parents, carers, Governors, and pupils also play an important role in upholding the school's vision and values. We are committed to ensuring that all communication within the school community is clear, professional, timely, and purposeful.

## **Principles**

Radnor Primary uses a range of methods to ensure effective communication with parents, carers, other schools, the wider community, and external agencies. The method chosen will depend on the nature of the message, with matters concerning a pupil's safety or wellbeing treated as a priority. The school keeps up-to-date emergency contact details for all pupils, and families are asked to inform the school promptly of any changes. While staff aim to build positive and approachable relationships with parents and carers, they will always maintain professionalism and ensure all interactions are conducted with respect and consideration.

## **Introduction**

Radnor Primary recognises the importance of clear and effective communication with all stakeholders—including pupils, parents and carers, staff, governors, the local community, and external agencies—and is committed to being open and accessible to all with an interest in the school. The primary stakeholders are parents, carers, and pupils, and this policy sets out the key ways the school will maintain effective two-way communication between home and school. Parents and carers play a vital role in their child's education, and the school will actively encourage and provide opportunities for them to contribute to developing a shared understanding of their child's needs.

## **Communication from parents and carers to the school**

### **Choosing the correct member of staff to address a query**

Teachers at Radnor are in the classroom teaching for 90% of the working week and will not access their emails during teaching time. We recommend that contact to the school is made through the school office. This will ensure that your communication with the school can be dealt with by the appropriate team and that any staff absence or part time working does not affect the response time of your communication.

### **Letters and Email**

Email is a quick, effective way of communicating necessary information and is the school's preferred method of communication.

- The school will always aim to acknowledge a letter or email from parents and carers within 48 Hours
- A reply may be made by telephone, letter or email within 3 working days.
- Depending on the content of the communication, a further agreed timeframe will be used so the appropriate team/member of staff can gather and collate any relevant information for feedback to the parent or carer.
- Any letters of concern or complaint should be dealt with in accordance with the school's Complaints Policy.
- Parents and carers are encouraged to provide the school with a current email address for prompt and effective communication.

- Parents and carers may wish to contact the school via email for a general enquiry as an alternative to telephone or letter. The school email address is: radnorprm@cardiff.gov.uk
- We kindly request that emails are not sent between the non working hours of 5:30pm through to 8:00am, to consider our staff wellbeing and workload.

### **Telephone calls**

- Calls to the school are made on our main number 029 2038 7506
- Our answerphone message has an interactive menu to guide callers to the appropriate area
- During times of high volume it may not be possible to answer a call and there is an opportunity to leave a voicemail message.
- Voicemail messages will get picked up within the working day but are not checked out of hours.
- In a non-emergency, a return call will be made within 3 working days, with any follow up action from the request /query/problem being dealt with within an agreed timeframe. Please be mindful that teachers are teaching and running lunch and after school clubs and may not always be available on the same day.
- Conversations should remain professional and courteous at all times

### **Absence**

If a child is absent, parents and carers are asked to contact the school as soon as possible on the morning of the absence.

### **Communication between school and parents.**

The school has many means to communicate with parents and carers including letters/emails/texts and online platforms such as Class Dojo and our weekly newsletter. For general information our website is the first place a parent or visitor should go. Relevant communication to parents is sent through Group Call and Class Dojo, with more urgent communication through a phone call. These may be specific but also general for whole school or year groups.

### **School Website**

The school website provides a range of information about the school, including:

- Inclusion information
- School policies
- Staff information- 'who's who'
- Year Group Information
- School events
- Holiday dates
- School prospectus and admissions information

### **Class Dojo**

Class Dojo is a school communication platform that can be used to build close-knit communities by sharing what's being learned in the classroom.

- The aim of the school is to provide a one-way communication between school and home to share learning in the classroom, using class dojo instead of X
- The school produces a newsletter which is shared every week through Dojo
- The school understands that some forms of communication are extremely important or urgent and therefore need to be sent as a full targeted message. (E.g. cancellation of a sports club/match or an important year group event/evening).
- Staff should always be aware of their target audience

## **Group Call**

Group Call is a web-based system that allows us to provide information to you about your child.

- The aim of the school is to use group call for all confidential and personal communication between school and home.

**N.B** The school will use group call to share all communication with parents/cares who have chosen to not access class dojo.

## **Email**

- Emails are used either for individual communication to specific parents or if there is a need to inform all parents or a sub group quite quickly.
- We kindly request that emails are not sent between the non working hours of 5:30pm through to 8:00am, to consider our staff wellbeing and workload.

## **Telephone calls**

- Staff will call parents for a variety of reasons, initial contact regarding a concern or to reply from an earlier communication
  - Calls will be focused and not take a disproportionate amount of time.
  - Parents and carers must ensure that contact details are always up to date.
  - Staff may have to leave a voicemail. This could include the relevant information or a message to state they will try again at a later date
  - Conversations should remain professional and courteous at all times
- School newsletter

## **Reports and progress**

As a school, we share information about pupil progress through both formal and informal channels. Formal communication includes school reports and parents' evenings, while informal updates are provided throughout the year using a variety of methods.

## **Parents evenings**

- Parents and carers have the opportunity to meet their child's teacher(s) regularly.
- We offer face to face parent/carer meetings during both the Autumn and Spring terms. There are 10 minute slots available for an appointment with your child's teacher- this is booked in advance through the Group Call system
- We kindly ask parents/carers to arrive promptly for their appointment and keep within the 10-minute slot, to ensure the smooth running of all appointments throughout the evening.
- Parent and teacher communication should be formal and professional.

## **Informal progress updates**

- Parents and carers should contact the school if issues arise about their child's progress or wellbeing.
- Staff may contact a parent/carer if there is a concern about the progress or wellbeing of a student. This is to ensure the parent is fully aware and that the school and home can work together to support the needs of the child.
- In cases where parents are separated or estranged, unless there is a court order to the contrary, the school will provide the same information to both parents, provided that contact details have been shared.
- Copies of communications can be sent via the pupil if both parents are in agreement.

## **Meetings**

### **Requesting a meeting**

- Parents and carers wishing to meet a member of staff must contact the school to make an appointment. This request will be responded to within 3 working days.
- If it is an emergency we will respond as quickly as we can. The definition of an emergency, though not finite, is that the wellbeing and safety of a child is at immediate risk. Any safeguarding concerns should be directed to the safeguarding team. (See Child Protection policy)
- We are unable to accommodate unplanned appointments, except in the case of an emergency
- Teachers and other school professionals may request a meeting with a parent/carer and a suitable time can be booked.

### **The meeting**

- Parents and carers should report to reception prior to meeting where they will then be accompanied by a member of staff. A member of staff may ask a senior colleague to accompany them to the meeting if it is deemed necessary.
- Time is precious to both parents and staff so meetings will aim to be productive and efficient.
- Staff will call a meeting to a close in the event of the parents or carers becoming angry or abusive. This should be reported immediately to a member of the Senior Leadership Team.
- We welcome the presence of any other adult a parent or carer wishes to invite to a school meeting for support or to act as an interpreter or support, however they must notify the school that they are bringing another adult to the meeting in advance.
- Communication during the meeting should stay focused, courteous and professional at all times.

### **Accessibility**

- We will endeavor to make any reasonable adjustments that may be necessary to enable a parent or carer with a disability to participate fully in a meeting or to receive and understand a communication.
- Documents printed using a larger font can usually be provided and requests should be made via reception.
- If a translation of a document is required, in the first instance parents/carers should access Google translate.

### **Severe weather and emergency closure**

- In the event of emergency closure communication will be made to parents and carers via Group Call and Class Dojo. Parents and carers should also tune in to local radio and check the school website.

### **Prospective parents/carers**

- The school prospectus is published on the website. Prospective parents and carers may request a printed copy.
- Prospective new parents and carers are invited to a tour to enable them to see the school site prior to applications. These are offered when needed through the school year.
- Reception parents and carers are also invited, along with their child, to an induction evening in the summer term where the main channels of communication are outlined, and important information will be shared.

## **Supporting parents and carers of pupils with Additional Learning Needs (ALN)**

The school recognises the importance of positive relationships with parents and carers of all pupils with Additional Learning Needs. The ALN Code emphasises the importance of positive, supportive attitudes to parents and carers and user friendly information and procedures.

- All staff will make every effort to ensure effective communication with parents and carers.
- All staff within the school are expected to help parents and carers understand how to contribute effectively to their child's education and will make every effort to ensure that parents understand their rights and responsibilities.
- All relevant information will be provided in a way for all to understand and respond to.
- Parents and carers are encouraged to communicate where they have a concern about their child's needs

## **Communication with other Schools and outside agencies**

We recognise that children have diverse needs, and where required we are supported by various agencies and groups of professionals including: medical services, educational psychologists, health professionals and specialists and various welfare-focused services, such as Children's

Services and the local authority. We recognise that children have a fundamental right to be protected from harm, that their protection is a shared responsibility, and that our school must provide a safe and secure environment (see the school Child Protection Policy). We hold information on all pupils in our school and from time to time we are required to pass some of this information to others for educational purposes. All personal data is held and processed in accordance with the General Data Protection Regulation (for full details see our Data Protection Policy, copy available on our school website).