Waunfawr Primary School
Ysgol Gynradd Waunfawr

Easy Read Communication Policy

Why Communication Matters

At Waunfawr Primary School, we believe that strong, two-way communication between school, families, and the wider community helps children learn better, feel happier, and ensures everyone works well together.

We want every family to feel informed, supported, and involved in school life.

Our Aims

We aim to:

- Keep parents and carers well-informed about their child's learning and school events.
- Make communication clear, honest, timely and respectful.
- Make it easy for families to share feedback or ask for support.
- Include all parents and carers – no one should feel left out.

How We Communicate

Here are the main ways we stay in touch with parents:

📩 Email and Texts

- We send newsletters and updates by email and text (via Teachers2Parents).
- Please make sure we have your up-to-date contact details.
- Texts are used for short, urgent messages only and cannot be replied to.
- For important changes (like who's picking up your child), always phone the school.

📱 ClassDojo at Waunfawr Primary

ClassDojo is our main way of keeping in touch with families. Here's what you need to know:

🌟 How we use ClassDojo

- Teachers share **updates, photos and news** through Class Story and Messages.
- Each class is also overseen by **Mrs Walkley (Office)** and **Mrs Armishaw (Headteacher)**.
- Teachers use ClassDojo to record children's learning. As pupils get older, more work will be in **exercise books and Hwb tools** instead.

👯 Who can join?

- Only parents/carers with **parental responsibility** (or carers of looked-after children) can access ClassDojo.
- Access is given via a **QR code**.
- Please do **not share your QR code** with others – accounts will be removed if this happens.

⏰ Messaging Teachers via ClassDojo

- Please message during **school hours (9am–4pm)**.
- Teachers will:
  - **Acknowledge messages within 24 hours**
  - **Reply within 48 hours** if a response is needed
- For urgent matters, please **call the school office**.

📞 Phone Calls

- Urgent messages should always go through the school office: **01495 222128**.
- Teachers may not be able to return calls the same day, but we aim to respond within **2 school days**.
- We will call you straight away in an emergency.

🏫 Speaking to Staff

- You're welcome to give short messages at drop-off or pick-up.
- For longer conversations, please book an appointment through the office.
- We aim to arrange meetings within **5 school days**.
- You can also speak to the Headteacher or Deputy Headteacher—just ask.

🌐 Website

- Visit our website for key info: www.waunfawrprimary.co.uk
- Concerns should always be raised with school directly and respectfully.

Your Role as a Parent or Carer

You can help by:

- Updating your contact details if anything changes.
- Letting us know about absences before **9:30am** (phone or email the school office).
- Sharing any medical, legal or safeguarding information that affects your child.
- Reading school messages and acting on any requests or deadlines.
- Coming to parent meetings and raising any worries early with your child's teacher.
- Letting us know if you need support with English or understanding messages.

Additional Learning Needs (ALN)

If your child receives extra support:

- You may need longer meetings—just ask your class teacher to arrange one.
- You'll be invited to **Person Centred Planning (PCP)** meetings to help plan support.

- **Annual Reviews** are held for children with Statements or IDPs.

Communication with Non-Resident Parents

- Both parents (if they have legal responsibility) have the right to information.
- Non-resident parents should give us their contact details and ask if they want updates.
- If they would like paper copies by post, they must provide stamped addressed envelopes.
- The school will not take sides in parental disagreements and may suggest legal advice if needed.

What If I Have a Concern?

- Please speak to your child's class teacher first.
- If needed, speak to the Deputy or Headteacher.
- Formal complaints must be made in writing following our Complaints Procedure.

Sharing Your Views

We want to hear from you!

- You may be asked to fill out a survey or take part in a parent meeting.

Special Events

- We invite you to 'Meet the Teacher', workshops, performances, and 'book look' sessions throughout the year.
- You'll be told in advance via email or text.

If you need help understanding any part of this guide or school communication, please get in touch – we're here to help.