

# Ysgol Gyfun Gwent Is Coed Responding to Parents Policy



School email: [gwent.iscoed@ysgolioncasnewydd.cymru](mailto:gwent.iscoed@ysgolioncasnewydd.cymru)

School phone number: 01633 851614

## Responding to parents policy

In order to ensure that we are able to respond to any queries you may have in an effective and timely manner, we would like to draw your attention to the following policy and ask for your support in its implementation.

- The school will respond to parents within 5 working days of receiving an email, letter or phone call.
- It will not be possible for a parent to be seen if they arrive at school without an appointment.
- We expect parents to be courteous at all times during their communication with staff.
  
- **Telephone calls**  
When a parent contacts the school by telephone, the office will take a message and the Wellbeing and Progress lead for your child's year will return the call as soon as they can.
- **Email**  
If contacting the school by email, we would ask parents to use the school email address (see above).
- **Meetings with parents**  
The school will always endeavour to hold meetings with parents in order to resolve any issues in a timely manner. To ensure this is possible, we would ask parents to contact the office on the usual number (see above) to arrange an appointment with the relevant Wellbeing and Progress lead at a mutually convenient time. These meetings will not be recorded.

**Wellbeing and Progress Lead Year 7: Miss Alis Lewis**

**Wellbeing and Progress Lead Year 8: Miss Ffion Edmunds**

**Wellbeing and Progress Lead Year 9: Miss Lauren Harris**

**Wellbeing and Progress Lead Year 10: Mr Miles Hermann**

**Wellbeing and Progress Lead Year 11: Mr Geraint Davies**

**Wellbeing and Progress Lead Year 12/13: Miss Siân Jenkins**

**Mr Owain James is the Designated Safeguarding Officer**

**Mrs Abigail Williams is the Deputy Designated Safeguarding Officer**