



8<sup>th</sup> January 2026

Dear Parents and Carers

Happy New Year! I hope you had a lovely Christmas with your families. It has been wonderful to welcome our pupils back to school and see them starting the new term with such enthusiasm and positivity.

As we begin this term, we would like to kindly remind you of our **Communication Policy**, which helps us maintain clear and effective communication between home and school.

We understand that when you need to speak to someone, it can feel frustrating if your call isn't returned straight away. Please be assured that this is never due to a lack of care. Schools are very busy places, and staff are often teaching full-time, in meetings, or supporting students during breaks and after school.

To manage expectations and ensure fairness, our policy states:

#### Letters

*Staff will always reply to a letter from parents and carers as quickly as possible. A response to acknowledge receipt of a letter will be made by telephone, letter or email **within 2 working days and responded to within 5 working days**. However, any letter of an abusive nature will be ignored.*

*Any letters of concern or complaint will be dealt with in accordance with the school's Complaints Policy (see the school's website for details).*

#### E-mail

*E-mail is a quick, effective way of communicating necessary information and is the school's preferred method of communication. **Emails received will be treated in the same way as letters: acknowledged within 2 working days and responded to within 5 working days**. However, any email of an abusive nature will be ignored.*

*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:*

[admin@bryntirioncs.bridgend.cymru](mailto:admin@bryntirioncs.bridgend.cymru)

#### Telephone Calls

*Effective telephone communication can sometimes be a problem in a school, where teachers may be teaching full-time and running clubs or working with students at lunchtime or after school. Parents and carers may be frustrated if they feel that communication via telephone elicits no immediate reply, when in fact there has been no available opportunity for the member of staff to reach a telephone to return a call.*



*In a non-emergency a return call will be made within 2 working days, with any follow up action from the request /query/problem being dealt with within 5 working days. Staff will make a record of a telephone conversation with a parent/carer on the student log.*

*Formal complaints will be dealt with in line with the School's Complaints procedure (different response timescale - please see Complaints Policy on the school's website).*

*If an emergency arises parents should contact the office staff who will need to be given sufficient information to quickly alert the most appropriate person(s).*

We kindly ask for your understanding that immediate responses are not always possible unless the matter is urgent. This approach allows staff to focus on teaching and supporting students while still ensuring your concerns are addressed promptly.

Further details are contained in our **Communication Policy** which is available on the school's website or via the following link:

[Bryntirion Communication Policy](#)

Thank you for your continued support and cooperation in helping us maintain a positive and productive environment for all students. We very much look forward to working with you in 2026!

Yours sincerely



Mr. DTD Mead

Headteacher

