



# Appendix A (ii): Directory

## Nant Celyn Primary School Communication Flowchart

**General School Enquiry**  
 Examples: Questions about the calendar, school lunches, trips, volunteering or clubs.

**PARENTS/CARERS**  
 Call made to the school office on: **01633 624170** between **8:15 am and 4:15 pm**  
 Or  
 Email to: [clerk.nantcelyn@torfaen.gov.uk](mailto:clerk.nantcelyn@torfaen.gov.uk)

**SCHOOL**  
 School will aim to respond within one working day.

**Learning Enquiry**  
 Examples: Homework question, concern about child's progress.

**PARENTS/CARERS**  
 Email to: [clerk.nantcelyn@torfaen.gov.uk](mailto:clerk.nantcelyn@torfaen.gov.uk) addressed to class teacher.

**SCHOOL**  
 Class teacher will either respond with a phone call or an invitation to meet.  
 Staff will aim to make an initial response that same day however, you will receive a response within **3 working days**.  
 In some cases, the enquiry will be passed on to the school's ALNCO).

**Behaviour Enquiry**  
 Examples: Friendship concern, physical incident, unkind language incident.

**PARENTS/CARERS**  
 Email to: [clerk.nantcelyn@torfaen.gov.uk](mailto:clerk.nantcelyn@torfaen.gov.uk) addressed to class teacher.

**SCHOOL**  
 Class teacher will either respond with a phone call or an invitation to meet.  
 Staff will aim to make an initial response that same day however, you will receive a response within **3 working days**.  
 In some cases, the enquiry will be passed on to a member of the leadership team.

**Emotional or Mental Health Support Enquiry** Examples: Concerns around anxiety, school avoidance, changes to family circumstances.

**PARENTS/CARERS**  
 Email to: [clerk.nantcelyn@torfaen.gov.uk](mailto:clerk.nantcelyn@torfaen.gov.uk) addressed to Miss Goodland (Family Liaison Officer)

**SCHOOL**  
 Miss Goodland will either respond with a phone call or an invitation to meet.  
 In some cases, other professional advice will be needed which could take longer.  
 Miss Goodland will aim to make an initial response that same day however, you will receive a response **within 3 working days**.

**A L N Enquiry (including medical needs)**  
 Examples: Support for dyslexia, autism, other physical or learning needs.

**PARENTS/CARERS**  
 Please speak to your child's class teacher first who will take your concerns to the ALNCO. The ALNCO will then make contact for an appointment to discuss your concerns. OR Email: [clerk.nantcelyn@torfaen.gov.uk](mailto:clerk.nantcelyn@torfaen.gov.uk) addressed to ALNCO outlining your concerns.

**SCHOOL**  
 One of the school's ALNCOs will either respond with a phone call or an invitation to meet.  
 In some cases, other professional advice will be needed which may take longer.  
 The ALNCOs will aim to make an initial response **within 3 working days**.  
 Children who are returning to school with an injury e.g. broken arm must see the headteacher to complete a risk assessment before the child returns.

**Safeguarding or Serious Behaviour Concerns**  
 Examples: online safety concerns, bullying concerns, repeated physical incidents, concerns about use of inappropriate language.  
 Email to Ms. Smith or Mr. Davies using: [keri.smith@torfaen.gov.uk](mailto:keri.smith@torfaen.gov.uk) or [dean.davies@torfaen.gov.uk](mailto:dean.davies@torfaen.gov.uk)  
 Depending on who is emailed either Ms Smith or Mr Davies will respond with a phone call or an invitation to meet.

**PLEASE NOTE:** In line with our communication policy, we will not communicate with parents/carers solely by email. Speaking over the phone or in person allows staff and families to work together to find a resolution to any concerns.  
*SeeSaw will be used to share your child's learning journey and will not be used as a method of communication between school and parents.*  
*GroupEd will be used as the school's primary communication platform.*