







Parent & Carer – School Communication Flowchart 2025-26

Learning Concerns	Pastoral concern <i>Pastoral care covers our support of your child's individual needs, their emotional wellbeing and helping them with any personal problems they may be experiencing at school.)</i>	Concern relating to particular learning or physical needs <i>Where a concern is related to a special need and you feel an adjustment may be required to support successful learning e.g. issues related to ALN (Additional Learning Needs)</i>	Issues relating to staff	Concerns & Queries relating to school administration <i>Reasons for absence, dinner money queries, lost property, doctor's appointments, policies, after school clubs, breakfast club, trips, urgent enquiries/information and general enquiries.</i>
<p>Please raise your concern with your child's class teacher in the first instance.</p> <p>This can be done via the school's app messaging service</p> <div></div> <p>...or by calling the school office and leaving a message for the relevant teacher to call you back when they have opportunity.</p>	<p>Please raise your concern with your child's class teacher</p> <p>This can be done via the school's app messaging service</p> <div></div> <p>...or by calling the school office and leaving a message for the relevant teacher to call you back when they have opportunity.</p>	<p>Please raise your concern with your child's class teacher</p> <p>This can be done via the school's app messaging service</p> <div></div> <p>...or by calling the school office and leaving a message for the relevant teacher to call you back when they have opportunity.</p>	<p>Please call the school office and leave a message for the relevant Team Leader to call you back when they have opportunity.</p>	<p>Please contact either R. Connelly or S Rees in the school office by email (admin.penybont@bridgend.gov.uk) or phone (01656)754860</p> <p>Alternatively, you can also contact these 2 members of office staff via the school's app messaging service.</p> <div></div>
<p>If you feel the class teacher is unable to help please call the school office and leave a message for the relevant Team Leader to call you back when they have opportunity. Team Leaders are identified below.</p> <p>Our Team Leaders are responsible for the behaviour and pastoral care of each of the pupils in their year groups</p>		<p>Should your concern need further assistance please contact the school office to arrange a call back from one of our 2 ALNCOs (Mrs James or Mr Bridgeman)</p>	<p>If you are not satisfied with the outcome please ask for a call back from Mr. Owen, once you have followed the steps above</p>	
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Head Teacher	R. Owen			
Deputy Head Teacher	S. James			
Senior Leadership Team Leaders	S. James (Nursery & Reception)	L. Wyatt (Year 1 & 2)	J. Evans (Year 3& 4)	A. Cutter (Year 5 & 6)