



Parent & Carer – School Communication Flowchart 2025-26

Learning Concerns	Pastoral concern 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.)	Concern relating to particular learning or physical needs 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)	Issues relating to staff	Concerns & Queries relating to school administration Reasons for absence, dinner money queries, lost property, doctor's appointments, policies, after school clubs, breakfast club, trips, urgent enquiries/information and general enquiries.
<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>  <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>  <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>  <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> 
<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)