

# Polisi Cyfathrebu / *Communication Policy*

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## CYFLWYNIAD A NODAU / INTRODUCTION & AIMS

Credwn fod cyfathrebu clir, agored rhwng yr ysgol, rhieni/gofalwyr, staff a gweithwyr proffesiynol eraill yn cael effaith gadarnhaol ar ddysgu disgyblion oherwydd ei fod yn:

- Rhoi'r wybodaeth sydd ei hangen ar rieni/gofalwyr, staff a gweithwyr proffesiynol eraill i gefnogi addysg plant
- Helpu'r ysgol i wella, trwy adborth ac ymgynghori â rhieni/gofalwyr, staff a gweithwyr proffesiynol eraill
- Meithrin ymddiriedaeth rhwng y cartref a'r ysgol, a gyda gweithwyr proffesiynol eraill, sy'n helpu'r ysgol i gefnogi anghenion addysgol a bugeiliol pob plentyn yn well.

Nod y polisi hwn yw hyrwyddo cyfathrebu clir ac agored drwy:

- Esbonio sut mae'r ysgol yn cyfathrebu â rhieni/gofalwyr, staff a gweithwyr proffesiynol eraill
- Gosod safonau a disgwyliadau clir ar gyfer ymateb i gyfathrebu gan rieni/gofalwyr a chydweithwyr
- Helpu rhieni/gofalwyr a gweithwyr proffesiynol i gyrraedd yr aelod o staff yr ysgol sydd yn y sefyllfa orau i fynd i'r afael â'u hymholiad neu bryder penodol fel y gallant gael ymateb cyn gynted â phosibl

*We believe that clear, open communication between the school, parents/carers, staff and other professionals has a positive impact on pupils' learning because it:*

- *Gives parents/carers, staff and other professionals the information they need to support children's education*

- *Helps the school improve, through feedback and consultation with parents/carers, staff and other professionals*
- *Builds trust between home and school, and with other professionals, which helps the school better support each child's educational and pastoral needs*

*The aim of this policy is to promote clear and open communication by:*

- *Explaining how the school communicates with parents/carers, staff and other professionals*
- *Setting clear standards and expectations for responding to communication from parents/carers and colleagues*
- *Helping parents/carers and professionals reach the member of school staff who is best placed to address their specific query or concern so they can get a response as quickly as possible*

## ROLAU A CHYFRIFOLDEBAU / ROLES AND RESPONSIBILITIES

Mae'r pennaeth yn gyfrifol am:

- Sicrhau bod cyfathrebu â rhieni, staff a gweithwyr proffesiynol eraill yn effeithiol, yn amserol, yn barchus ac yn briodol
- Monitro gweithrediad y polisi hwn
- Adolygu'r polisi hwn yn rheolaidd

Mae pob aelod o staff yn gyfrifol am:

- Gwirio eu negeseuon e-bost yn rheolaidd
- Gwirio'r amserlen wythnosol
- Ymateb i gyfathrebu gan rieni a gweithwyr proffesiynol eraill yn unol â'r polisi hwn, polisi Class Dojo a pholisi defnydd derbynol TGCh a rhyngwyd yr ysgol.
- Gweithio gydag aelodau eraill o staff i sicrhau bod rhieni a gweithwyr proffesiynol eraill yn cael gwybodaeth amserol (os na allant ateb ymholiad neu anfon y wybodaeth eu hunain)

Bydd staff yn anelu at ymateb i gyfathrebu yn ystod oriau craidd ysgol neu eu horiau gwaith os yw'r rhain yn wahanol, ar eu diwrnodau gwaith. Yn unol â hyrwyddo lles staff a helpu ein staff i ddod o hyd i gydbwysedd bywyd a gwaith addas, gall staff weithio o amgylch cyfrifoldebau ac ymrwymadau eraill ac ymateb y tu allan i'r oriau hyn, ond nid oes disgwyl iddynt wneud hynny.

Mae rhieni/gofalwyr yn gyfrifol am:

- Sicrhau bod cyfathrebu gyda'r ysgol yn barchus bob amser
- Gwneud pob ymdrech resymol i fynd i'r afael â chyfathrebu â'r aelod priodol o staff yn y lle cyntaf
- Ymateb i gyfathrebiadau gan yr ysgol (fel ceisiadau am gyfarfodydd) mewn modd amserol
- Gwirio pob cyfathrebiad o'r ysgol

Bydd unrhyw gyfathrebiad a ystyrir yn amharchus, sarhaus neu fygythiol yn cael ei gyfeirio at y Pennaeth.

Ni ddylai rhieni/gofalwyr ddisgwyl i staff ymateb i'w cyfathrebiad y tu allan i oriau craidd yr ysgol (fel uchod) nac yn ystod gwyliau'r ysgol.

Gall staff dosbarth, megis athrawon, hefyd fod yn fwy cyfyngedig o ran yr adegau y gallant ymateb oherwydd eu dyletswyddau yn y dosbarth.

*The headteacher is responsible for:*

- Ensuring that communications with parents, staff and other professionals are effective, timely, respectful and appropriate
- Monitoring the implementation of this policy
- Regularly reviewing this policy

All staff are responsible for:

- Regularly checking their emails
- Checking the weekly timetable
- Responding to communication from parents and other professionals in line with this policy, Class Dojo policy and the school's ICT and internet acceptable use policy
- Working with other members of staff to make sure parents and other professionals get timely information (if they cannot address a query or send the information themselves)

Staff will aim to respond to communication during core school hours or their working hours if these differ, on their working days. In line with promoting staff wellbeing and helping our staff find a suitable work-life balance, staff may work around other responsibilities and commitments and respond outside of these hours, but they are **not expected** to do so.

Parents/carers are responsible for:

- Ensuring that communication with the school is respectful at all times
- Making every reasonable effort to address communications to the appropriate member of staff in the first instance
- Respond to communications from the school (such as requests for meetings) in a timely manner
- Checking all communications from the school

Any communication that is considered disrespectful, abusive or threatening will be referred to the Headteacher.

Parents/carers should not expect staff to respond to their communication outside of core school hours (as above) or during school holidays.

Class based staff, such as teachers, may also be more limited in terms of times when they can respond due to their duties in class.

## SUT RYDYM YN CYFATHREBU Â RHINI A GOFALWYR / HOW WE COMMUNICATE WITH PARENTS AND CARERS

Mae'r adrannau isod yn egluro sut rydym yn rhoi'r wybodaeth ddiweddaraf i rieni am addysg eu plentyn a beth sy'n digwydd yn yr ysgol.

Dylai rhieni/gofalwyr fonitro pob un o'r canlynol yn rheolaidd i wneud yn siŵr nad ydynt yn colli cyfathrebiadau neu gyhoeddiadau pwysig a allai effeithio ar eu plentyn.

### Ebost

Yn Nhrelyn defnyddir ParentMail i anfon cyfathrebiadau torfol i rieni trwy e-bost neu neges destun, yn dibynnu ar natur y cyfathrebu. Bydd rhieni'n elwa fwyaf o'r dechnoleg hon os byddant yn lawrlwytho'r ap ac yn sefydlu eu cyfrif eu hunain i gynnwys eu holl fanylion cyswllt perthnasol. Anfonir y rhan fwyaf o lythyron ysgol at rieni fel hyn, wedi'u hatodi i e-byst.

Byddwn hefyd yn defnyddio'r system hon i anfon negeseuon unigol pan mai dyma'r dull mwyaf effeithlon a phriodol o gyfathrebu.

Rydym yn defnyddio e-bost i hysbysu rhieni / gofalwyr am y pethau canlynol:

- Digwyddiadau ysgol sydd i ddod i gau ysgolion (er enghraifft, ar gyfer diwrnodau hyfforddi staff)
- Arolygon neu ymgynghoriadau ysgolion
- Gweithgareddau dosbarth neu geisiadau athrawon
- Newidiadau yng nghanllawiau'r llywodraeth (er enghraifft, mewn perthynas â phresenoldeb) a pholisïau ysgol
- Llythyrau am deithiau ac ymweliadau
- Cylchlythyrau

Gellir anfon llythyrau fel copïau caled e.e. os bydd angen anfon slip wedi'i lofnodi yn ôl i'r ysgol

Byddwn hefyd yn anfon neges at rieni/gofalwyr am:

- Taliadau
- Cau'r ysgol ar frys (er enghraifft, oherwydd tywydd gwael)
- Calendr ysgol

Rhennir calendr ysgol gyda rhieni/gofalwyr ar ddechrau pob tymor.

### Galwadau ffôn

Bydd aelodau staff yn dychwelyd galwadau at rieni/gofalwyr sydd wedi gofyn am gael siarad â nhw, lle mai nhw yw'r pwynt cyswllt priodol. Fel arfer, yr athro dosbarth neu aelod o dîm swyddfa'r ysgol fydd hwn.

Bydd athrawon yn galw rhieni i drafod eu plentyn os oes angen sgwrs ac nad yw gwybodaeth gan ddefnyddio Class Dojo yn briodol nac yn ddigonol. Gall athrawon hefyd wneud trefniadau gyda rhieni i alw'n rheolaidd oherwydd bod yr ysgol a'r cartref yn cydweithio i gefnogi agwedd ar addysg neu les plentyn.

Os bydd rhieni'n darparu gwybodaeth bwysig yn ystod galwad ffôn sydd angen ei rhannu ag eraill, megis neges i'r tîm dosbarth er enghraifft, bydd cofnod ysgrifenedig yn cael ei wneud o'r wybodaeth hon a bydd yn cael ei ddsbarthu i staff fel y bo'n briodol.

### Adroddiadau

Mae rhieni yn derbyn adroddiad diwedd blwyddyn gan yr ysgol sy'n ymdrin â'u cyflawniad ym mhob Maes Dysgu.

### Cyfarfodydd

Rydym yn cynnal un noson rieni bob tymor. Yn ystod y cyfarfodydd hyn, gall rhieni siarad ag athrawon am gyflawniad a chynnydd eu plentyn, lles eu plentyn neu unrhyw faes arall sy'n peri pryder. Gall yr ysgol hefyd gysylltu â rhieni i drefnu cyfarfodydd rhwng nosweithiau rhieni os oes pryderon am gyflawniad, cynnydd neu les plentyn.

## Gwefan yr ysgol

Rhoddir gwybodaeth allweddol am yr ysgol ar ein gwefan, gan gynnwys:

- Gwybodaeth cwricwlwm
- Polisiau a gweithdrefnau pwysig
- Gwybodaeth gyswllt bwysig

*The sections below explain how we keep parents up-to-date with their child's education and what is happening in school.*

*Parents/carers should monitor all of the following regularly to make sure they do not miss important communications or announcements that may affect their child.*

### Email

*At Trelyn we use ParentMail to send mass communications to parents by email or text, depending on the nature of the communication. Parents will benefit most from this technology if they download the app and set up their own account to include all of their relevant contact details. Most school letters are sent to parents this way, attached to emails.*

*We may also use this system to send out individual messages where this is the most efficient and appropriate means of communication.*

*We use email to keep parents / carers informed about the following things:*

- *Upcoming school events scheduled school closures (for example, for staff training days)*
- *School surveys or consultations*
- *Class activities or teacher requests*
- *Changes in government guidance (for example, in relation to Attendance) and school policies*
- *Letters about trips and visits*
- *Newsletters*

*Letters may be sent as hard copies e.g. if we need a signed slip returned to school*

*We will also message parents/carers about:*

- *Payments*
- *Emergency school closures (for instance, due to bad weather)*

### School calendar

*A school calendar is shared with parents/carers home at the start of each term.*

### Phone calls

*Staff members will return calls to parents/carers who have asked to speak with them, where they are the appropriate point of contact. Usually this will be the class teacher, or a member of the school office team.*

*Teachers will call parents to discuss their child if there is a need for a conversation and information using Class Dojo is not appropriate or sufficient. Teachers may also make arrangements with parents to call*

*regularly because school and home are working together to support an aspect of a child's education or welfare.*

*If parents provide important information during a phone call that needs to be shared with others, such as a message for the class team for example, a written record will be made of this information and it will be circulated to staff as appropriate.*

### **Reports**

*Parents receive an end of year report from the school covering their achievement in each Area of Learning.*

### **Meetings**

*We hold one parents' evening per term. During these meetings, parents can talk with teachers about their child's achievement and progress, their child's wellbeing or any other area of concern.*

*The school may also contact parents to arrange meetings between parents' evenings if there are concerns about a child's achievement, progress, or wellbeing.*

### **School website**

*Key information about the school is posted on our website, including:*

- *Curriculum information*
- *Important policies and procedures*
- *Important contact information*

## **SUT Y GALL RHINIENI A GOFALWYR GYFATHREBU Â'R YSGOL / HOW PARENTS AND CARERS CAN COMMUNICATE WITH THE SCHOOL**

Dylai rhieni ddefnyddio'r rhestr yn atodiad 1 i nodi'r person mwyaf priodol i gysylltu ag ef ynghylch ymholiad neu fater, gan gynnwys rhif swyddfa'r ysgol a chyfeiriad e-bost.

### **Ebost**

Anogir rhieni i e-bostio'r ysgol, neu anfon neges at yr athro dosbarth trwy Class Dojo am faterion nad ydynt yn rhai brys yn y lle cyntaf.

Ein nod yw cydnabod pob e-bost o fewn 3 diwrnod gwaith, ac ymateb yn llawn (neu drefnu cyfarfod neu alwad ffôn os yn briodol) o fewn 5 diwrnod gwaith. Os yw ymholiad neu bryder yn un brys, a rhieni angen ymateb yn gynt na hyn, dylent ffonio'r ysgol.

### **Galwadau ffôn**

Os oes angen i rhieni siarad ag aelod penodol o staff am fater nad yw'n fater brys, dylent e-bostio swyddfa'r ysgol a bydd yr aelod staff perthnasol yn cysylltu â nhw o fewn 5 diwrnod gwaith.

Os nad yw hyn yn bosibl (oherwydd addysgu neu ymrwymadau eraill), bydd rhywun yn ymateb i amserlen galwad ffôn ar amser cyfleus.

Ein nod yw sicrhau bod rhieni wedi siarad â'r aelod priodol o staff o fewn 5 diwrnod ysgol i'ch cais.

Os yw'r mater yn un brys, dylai rhieni ffonio swyddfa'r ysgol.

Gall materion brys gynnwys pethau fel:

- Argyfwng teuluol
- Materion diogelu neu les

### Cynhwysiad

Mae'n bwysig i ni fod pawb yn ein cymuned yn gallu cyfathrebu'n rhwydd gyda'r ysgol. Ar hyn o bryd rydym yn gwneud cyhoeddiadau a chyfathrebiadau ysgol gyfan ar gael yn Gymraeg ac yn Saesneg.

*Parents should use the list in appendix 1 to identify the most appropriate person to contact about a query or issue, including the school office number and email address.*

### Email

*Parents are encouraged to email the school, or message the class teacher via Class Dojo about non-urgent issues in the first instance.*

*We aim to acknowledge all emails within 3 working days, and to respond in full (or arrange a meeting or phone call if appropriate) within 5 working days. If a query or concern is urgent, and parents need a response sooner than this, they should call the school.*

### Phone calls

*If parents need to speak to a specific member of staff about a non-urgent matter, they should email the school office and the relevant member of staff will contact them within 5 working days.*

*If this is not possible (due to teaching or other commitments), someone will respond to schedule a phone call at a convenient time.*

*We aim to make sure parents have spoken to the appropriate member of staff within 5 school days of your request.*

*If the issue is urgent, parents should call the school office.*

*Urgent issues might include things like:*

- Family emergencies
- Safeguarding or welfare issues

### Inclusion

*It is important to us that everyone in our community can communicate easily with the school. We currently make whole-school announcements and communications available in both Welsh and English.*

Mae gennym ystod o ddulliau o gyfathrebu'n fewnol o fewn ein tîm staff ysgol. Mae'r dulliau hyn yn cynnwys:

*We have a range of methods for communicating internally within our school staff team. These methods include:*

- Hysbysfyrddau / *Notice boards*
- Llythyron / *Letters*
- Cyfarfodydd / *Meetings*
- E-bost / *Email*
- Negeseuon grwp / *Group messages*
- Timau MS / *MS Teams*

Bydd y dewis o ddull cyfathrebu yn cael ei benderfynu ar yr amgylchiadau, gan gymryd i ystyriaeth pwy sydd angen eu cynnwys, lefel y brys a phwysigrwydd a gofynion cadw.

### Cyfarfodydd

Daw cyfarfodydd mewn amrywiaeth o ffurfiau a gallent fod yn 1:1 (fel adolygiad rheoli perfformiad) neu gallent gynnwys cymaint o bobl â phosibl (fel briffio staff cyfan).

### Cysylltiadau â pholisïau eraill

Dylid darllen y polisi ochr yn ochr â'n polisïau ar:

- TGCh a'r rhynggrwyd yn dderbyniol
- Cod Ymddygiad Staff
- Cwynion
- Polisi Class Dojo

### Cwynion

Os hoffech chi ffeilio cwyn ffurfiol, dilynwch y weithdrefn a nodir yn ein polisi cwynion. Mae hwn ar gael ar ein gwefan.

*The choice of communication method will be determined by the circumstances, taking into consideration who needs to be included, level of urgency and importance and retention requirements.*

### Meetings

*Meetings come in a variety of forms and could be 1:1 (such as a performance management review) or could include as many people as possible (such as a whole staff briefing).*

### Links with other policies

*The policy should be read alongside our policies on:*

- *ICT and internet acceptable*
- *Staff Code of Conduct*
- *Complaints*
- *Class Dojo policy*

## *Complaints*

*If you would like to file a formal complaint, please follow the procedure set out in our complaints policy. This is available on our website.*

Atodiad 1: Rhestr cyswllt ysgol / Appendix 1: School contact list

Â phwy y dylwn gysylltu? / Who should I contact?

MAE GEN I GWESTIWN YNGLYN Â ... I HAVE A QUESTION ABOUT...	Â PHWY SYDD ANGEN I CHI SIARAD / WHO YOU NEED TO TALK TO
Gweithgareddau dysgu / dosbarth fy mhlentyn <i>My child's learning / class activities</i>	Athro eich plentyn / <i>Your child's teacher</i>
Lles fy mhlentyn / <i>My child's wellbeing</i>	Athro eich plentyn / <i>Your child's teacher</i>
Diogelu / <i>Safeguarding</i>	Arweinydd Diogelu Dynodedig / <i>Designated Safeguarding Lead</i> Mrs Owen (Pennaeth / <i>Headteacher</i> ) 01443 821600
Taliadau / <i>Payments</i>	Clerc yr Ysgol / <i>School Clerk</i> Mrs Missen 01443 821600
Ymweliadau ysgol / <i>School trips</i>	Clerc yr Ysgol / <i>School Clerk</i> Mrs Missen 01443 821600
Gwisg / wedi'i golli a'i ddarganfod <i>Uniform / lost and found</i>	Athro eich plentyn / <i>Your child's teacher</i>
Ceisiadau presenoldeb ac absenoldeb / <i>Attendance and absence requests</i>	Os oes angen i chi roi gwybod am absenoldeb eich plentyn, ffoniwch: Clerc yr Ysgol Mrs Missen 01443 821600  Os ydych am wneud cais am gymeradwyaeth ar gyfer absenoldeb yn ystod y tymor, cwblhewch y ffurflen ar ein gwefan. <i>If you need to report your child's absence, call: School Clerk</i> Mrs Missen 01443 821600  <i>If you want to request approval for term-time absence, please complete the form on our school website</i>
Ymddygiad / <i>Behaviour</i>	Athro eich plentyn / <i>Your child's teacher</i>
Digwyddiadau ysgol / calendr ysgol / <i>School events / school calendar</i>	Clerc yr Ysgol / <i>School Clerk</i> Mrs Missen 01443 821600
Trafnidiaeth / <i>Transport</i>	Tîm Trafnidiaeth yr Awdurdod Lleol / <i>Local Authority Transport Team</i> <a href="https://www.caerphilly.gov.uk/services/schools-and-learning/school-transport">https://www.caerphilly.gov.uk/services/schools-and-learning/school-transport</a>
CRhA / <i>PTA</i>	<a href="mailto:crhatrelyn@gmail.com">crhatrelyn@gmail.com</a>
Cinio ysgol / <i>School dinners</i>	Tîm Arlwy Awdurdod Lleol / <i>Local Authority Catering Team</i> <a href="https://www.caerphilly.gov.uk/services/schools-and-learning/school-dinners-and-breakfast-clubs">https://www.caerphilly.gov.uk/services/schools-and-learning/school-dinners-and-breakfast-clubs</a>



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