

*Nod CCYD yw galluogi ein cymuned i gydweithio a chryfhau ac adlewyrchu
fel unigolion gyda'r hunanhyder i wynebu pob her.*

*CCYD aspires to empower our community to be collaborative, resilient and reflective
individuals who have the self-confidence to embrace challenge.*

9th October 2025

Dear Parents/Carers

RE: Communication

We highly value open communication with our parents and carers to ensure the success and well-being of our learners. In order to maintain an organised and efficient communication process, we kindly ask you to adhere to the following guidelines:

We understand that you may occasionally need to discuss important matters regarding your child. To ensure that all and any concerns are addressed appropriately and in a timely manner, **please do not come to the school without a scheduled appointment.** You will not be able to see a member of staff without an appointment.

We request that you follow the steps below:

If you need to raise a concern or ask a question, please send an email to your child's respective

Pastoral Leader using their email address:

Head of Year 7: Andrea.Stockton@ccyd.org.uk

Head of Year 8: Sara.williams@ccyd.org.uk

Head of Year 9: Rob.Phillips@ccyd.org.uk

Head of Year 10: Paul.franklyn@ccyd.org.uk

Head of Year 11: Beverley.hill@ccyd.org.uk

Head of Sixth Form: Rhian.Wilson@ccyd.org.uk

Response Time: Staff will aim to acknowledge your email and subsequently respond within 48 hours. Please understand that our staff members have teaching commitments and other responsibilities during the school day and may not be able to provide an immediate comprehensive and accurate response.

Scheduled Meetings: If necessary, a meeting may be scheduled at a mutually convenient time. We will make every effort to accommodate your request as quickly as possible. **We will not, however, tolerate abusive language or threatening behaviour to staff.**

We appreciate your understanding and cooperation in following these communication procedures. This will allow us to manage our time effectively and ensure that all concerns are addressed appropriately with as little disruption to the learning day as possible.

Your sincerely



Mrs K Hewitt
Assistant headteacher