



Llantilio Pertholey **Church in Wales Primary School**

Parent and Staff Communication Policy

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Introduction

We are very fortunate to have a supportive and friendly parent body. We regularly highlight our belief that the best education and outcomes for children can only be achieved through a partnership between parents, teachers and the school community. As a partnership, our parents/carers will understand the importance of a good working relationship to equip children with the necessary skills for today and their futures. For these reasons we actively encourage parents and carers to participate fully in the life of our school. This involves an ongoing and positive dialogue about their progress and wellbeing.

Purpose and Scope

Staff in school are qualified professionals who care greatly for every child. They use a range of strategies each day to get the best for and from every child and to address situations that inevitably arise around relationships, interactions, choices and behaviour. Different approaches work for different children; we do not give up on or label children when they make bad choices and we always try to support them when they make mistakes to learn for the future. Our school is a safe place; not simply safe because of the physical perimeter fence, but also a safe place to make mistakes and get things wrong within an environment of support. We do not report every misguided choice to parents and we use restorative approaches to help children make better choices next time.

We give parents an assurance that we will work professionally to support their children, their learning, progress, wellbeing and decision making. We ask that parents understand that the way their child describes an event might not be as accurate and reliable as the observations and judgement of a professional. Professionalism means acting objectively; we know that a child might recount an incident subjectively with a different motivation.

The following shows how parents and carers can expect leaders and staff to communicate with them and how leaders and staff expect parents and carers to discuss their concerns in an atmosphere of mutual goodwill and understanding.

What you can Expect of Leaders and Staff

All staff understand that parents care about their children and that their education and wellbeing are emotive issues. However, regardless of their nature, staff can only address concerns through reasonable, polite and appropriate discussion.

Members of staff will conduct all communications both written and verbal, professionally and in line with our school Behaviours and ethos.

If a parent feels that a member of staff has not communicated in this way, regardless of the content, decision, recommendation or outcome of the discussion, they should contact the headteacher.

Members of school staff will respond professionally on occasions where parental behaviour is not appropriate.

They will politely state that a discussion will be terminated and rescheduled with a member of the Strategic Leadership Team in the following circumstances:

- The staff member feels uncomfortable
- The staff member feels threatened or intimidated
- A parent does not respond to a request to speak calmly
- A parent raises their voice
- A parent repeatedly interrupts the member of staff
- A parent continues to repeat a point despite the staff member addressing it

What leaders and staff expect of parents and carers:

- Understand that both teachers and parents need to work together for the benefit of their children.
- Respect the Behaviours, caring ethos and values of our school
- Seek to clarify a child's version of events with the school's view in order to bring about a peaceful and positive resolution to any issue.
- Speak and listen to seek clarification and resolution and not to demand or threaten. If agreement cannot be found after reasonable discussion, the school has established and comprehensive policies for parents who are not in agreement with the way the school has handled a situation however these can be lengthy and not conducive to relationship building.
- Demonstrate to their children that all members of the school community should be treated with respect and therefore set a good example in their own speech and behaviour.

Thank you for your continuing support of the school.