

Policy Document	Parent/Carer Protocols
STATUTORY FOR Maintained Schools	Non-statutory
Lead Member of Staff	Headteacher
Lead Governors (Monitoring)	Chair of Governors
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Chair of Governing Body Signature	
Purpose	This Parent/Carer Protocols Policy supports the school's aims of creating an inclusive and nurturing environment where all members of the school community feel valued and accepted. This policy sets out the responsibilities of stakeholders, which supports the school's aims of partnership working.
Supporting documents	Persistent complaints and Harassment Policy 2018 Expected Behaviour of Parents/Carers Policy 2018 Communications Policy 2018



Parent/Carer Protocols

Introduction

At Milton Road Primary School, we are determined to create an inclusive and nurturing environment where all members of the school community feel valued and accepted.

We know that school plays a key role in children's overall development, beyond just academic success.

At Milton Road Primary school, we promote six key values which underpin the work we do:

Respect | Responsibility | Kindness | Creativity | Curiosity | Confidence

All children, staff and families are encouraged to demonstrate these values in the way they behave and interact with others.

Through an exciting and engaging curriculum, as well as through explicit teaching related to these values, we aim to support all of the children to make a positive contribution to the school community, as well as preparing them for 21st century society. We strive to ensure that, through a positive culture of learning and support, all children will achieve to the best of their abilities and strive to become life-long learners.

We aim to empower all the children in our school to be able to make valuable contributions locally and globally, and to contribute to the world's sustainable future.

We know that these aims can be achieved most effectively when all staff, parents and children understand their responsibilities and work together towards the same goals.

Stakeholder Responsibilities

The following set out the different responsibilities expected of each key member group of the school community (The school; Parents/Carers; Pupils) which support our aims of partnership working to achieve the best outcomes for all.

The School

We will:

- care for your child's safety and happiness, following all safeguarding protocols, and treat all children with equal regard.
- provide a broad and balanced curriculum and aim to meet the individual needs of your child.
- provide learning experiences which enrich children's lives and enable them to achieve their very best.

- establish and monitor regular school and homework routines.
- keep you informed about your child's progress and general school matters.
- be open and welcoming and offer opportunities for you to become involved in the daily life of the school and contribute to the school's wider curriculum.
- promote the school's values to support your child in understanding and demonstrating them.

When a parent/carers has a concern, as a school, we will:

- explain clearly how and when problems can be raised with the school.
- respond within a reasonable time.
- be available for consultation within reasonable time limits.
- respond with courtesy and respect.
- attempt to resolve problems using reasonable means in line with the school's complaints procedure.
- keep complainants informed of progress towards a resolution.

Parents/carers:

I will endeavour to:

- ensure my child attends school on time and properly equipped.
- make the school aware of any concerns or problems that might affect my child's work or behaviour.
- support the aims and expectations of the school.
- support the school by encouraging my child to develop a positive attitude towards our diverse school community.
- support my child in establishing regular homework routines and provide other opportunities for home learning.
- attend consultation meetings about my child.
- learn about my child's life at school by supporting information evenings and other events provided by the school.
- encourage a positive attitude
- support the school in the promotion of the school's values.

The school can expect parents/carers to:

- treat all school staff with courtesy and respect.
- respect the needs and well-being of children, staff and other adults within the school.
- avoid any use, or threatened use of, of violence to people or property.
- avoid any use aggressive behaviour or verbal abuse.
- recognise the time constraints under which members of staff in schools work and allow the school a reasonable time to respond to issues.
- recognise that resolving a specific problem can sometimes take time.
- follow the school's complaints procedure in the case of a complaint.
- not use any social media platforms for the purposes of complaint or to denigrate the school or any of its staff or pupils.

Pupils:

I will strive to:

- show kindness and be cooperative towards other children in the school.
- respect one another's culture, race, feelings, beliefs, values and abilities.
- use all the opportunities they can at school to learn
- behave in a way that respects others and allows them to learn and the teacher to teach.
- arrive at school on time and with all the equipment needed for the day
- be suitably dressed for the school day.
- demonstrate responsibility by taking care of my own and other's things, as well as taking care of the school building, school grounds and school equipment.
- do all my classwork and homework as well as I can and hand it in on time.
- make sure my parents / carers receive information from school and return reply slips promptly.
- tell a member of staff if they have worries or are unhappy

Agreed: October 2018

Appendices

Appendix A Communications code/policy



Milton Road Primary School

Communications Policy

At Milton Road Primary School, we believe that clear and effective communication plays an integral part in ensuring the smooth running of the school, for the benefit of the whole school community. The aim of this policy is to foster good communications between all stakeholders and the school.

Objectives

We believe that at Milton Road Primary School all communications should:

- Keep staff, pupils, parents, governors and other stakeholders well informed.
- Be open, honest, ethical and professional.
- Be actioned within a reasonable time.
- Use the methods of communication most effective and appropriate to the context, message and audience.
- Take account of relevant school policies.
- Be compatible with our core values.

Responsibilities

Senior Leadership Team (SLT)

- To ensure information is made available to staff in a timely manner and via appropriate channels; where practicable and appropriate, information should be shared face to face.
- To ensure that staff have the relevant information available to communicate with colleagues effectively.
- To maintain open channels of two-way communication and to listen to feedback and comment from all staff.
- To keep governors informed of developments and concerns.

All staff

- To communicate regularly with each other, preferably face to face, to ensure information is available and understood within the context of the classroom and the working environment.
- To ensure they are informed and have access to information in order to be as effective as possible in their role and to support their work within the school.

- To use open channels of two-way communication to keep the leadership team and colleagues informed.

Governors

- To ensure the use of trusted online spaces when communicating between governors or with the school.
- To use a variety of appropriate communication methods to promote and explain the work of the governors
- To ensure the timely posting of minutes of meetings on the school website

Internal methods of communication

At Milton Road Primary School, we have a number of ways of communicating between staff and there are clear expectations with regard to how these should be used.

- An integrated programme of meetings to facilitate involvement of staff both formal and informal: e.g. teachers' meetings; teaching assistant meetings; Office staff meetings; Key Stage meetings; whole staff meetings; INSET days.
- All formal meetings should be structured and minuted and members invited to contribute to the agenda.
- Whilst E-mail is a quick, effective way of communicating information, at Milton Road Primary school we believe it should not replace face to face meetings where careful discussion is required.
- Written communications should be placed in pigeon holes, in the staffroom, which staff must check daily and clear regularly.
- Staff meetings take place every week and the minutes are circulated via email.
- SLT meetings take place every week.
- TA meetings take place at last half-termly.
- Key Stage meetings are held informally or formally, as required.
- Full Governing Body meeting minutes are presented on the school's website
- Weekly briefing notes are e-mailed out to staff and placed on the noticeboard in the staffroom.
- The whiteboard in the staffroom is used for day to day notices.
- Reminders or letters to individual parents are sent to classes to be given out by the class teachers and must be given to children the same day.
- Every class must have a system for distributing letters and other materials to go home with the children.

External methods of communication

As a school, we have many lines of communication to maintain: with parents and carers; other schools; the community and with outside agencies. Our aim is to have clear and effective communications with all parents and the wider community. We believe that effective communication enables us to share our aims and values through keeping parents well informed about school life. This reinforces the important role that parents play in supporting school. Whilst staff will always seek to establish open and friendly relationships with parents, they will also ensure that the relationships are professional. To this end parents should always be addressed in an appropriate manner. Teaching staff will not accept friendship requests from parents on social media.

At Milton Road Primary School, we will try to make written communications as accessible and inclusive as possible. We seek to avoid bias, stereotyping or any form of discrimination in any of our communications.

Communication with Parents/Carers

As a school, we welcome contact with parents/carers because we believe this fosters mutual understanding and support which has a positive effect on children's performance and their attitudes to learning. At Milton Road Primary School we want to ensure that parents/carers always have an appropriate and helpful response to their communications. However, unlike some businesses and other occupations, we are mindful of the fact that the professional duties of staff can make it difficult for them to speak or meet with parents/carers during the school day. Due to teaching commitments, staff will typically be unavailable between 8.50 am and 3.25 pm each day. There are also other times outside these hours when staff attend meetings and may therefore also be unavailable. We are aware, therefore, that the important business of working with and responding to parents/carers must be managed within this context.

Teachers welcome brief messages from parents/carers when they are collecting or bringing in their children from the playground.

Principles for responding to parents/carers

In order to achieve the most effective balance for children, parents/carers and teachers, we are guided by the following principles:

As a school we:

- Welcome contact from parents/carers;
- Respond as quickly and fully as possible to parents/carers;
- Involve parents/carers in our work with children;
- We share relevant information as often and as fully as possible with parents/carers.

When correspondence is made to an individual parent/carer on an important matter, the letter will be sent by Parentmail, post or handed directly to the parent/carer to ensure confidentiality and security. On some occasions it may be appropriate for the school to contact parents/carers by email. For day to day or routine matters correspondence will be sent via Parentmail. The school will refer breaches of the communications code to the Chair of Governors.

Guidelines on responding to parents/carers

As a school we believe that it is helpful for parents/carers to know how they can expect their telephone calls, letters, emails and requests for meetings with the school to be dealt with. The following guidelines show how we aim to respond to parents/carers.

Telephone Calls

Messages: All telephone calls are received through the main office. A message will be taken and sent to the relevant person as soon as possible. Office staff will normally take details of the caller's name and telephone number and purpose in calling. The person concerned will try to respond as soon as possible and by the end of their next working school day if possible. It must be noted that there are a number of the teaching staff at Milton Road Primary School who work part-time, as such, they will only be available to respond upon their return to work. The school's telephone number is 01223 712333.

Urgent calls: The call will be put through to the most appropriate or available senior member of staff if possible or a message will be taken.

Messages for pupils: Messages for children will be taken by a member of the office staff and passed on as soon as possible.

Busy times: Whilst every effort is made to answer telephone calls, there are inevitably very busy times in the office, typically at the start and end of the school day. If calls are not answered the school has an answerphone facility where messages may be left. This is checked regularly and if a message is left it will be passed on to the appropriate person.

Telephone calls made at arranged times: If teachers have arranged with parents/carers for them to receive calls at particular times of the school day, those teachers will try to ensure that they are available. Should other commitments or events make this impossible, a staff member will take a message and the person concerned will try to call back the same day.

Letters and emails

All correspondence should be directed to the school office. In the case of emails, if the correspondence is for a particular member of staff, this should be indicated in the subject title.

At Milton Road Primary school, we will always try to acknowledge letters and emails received from parents/carers within five working days during term time.

The school email is office@miltonroad.cambs.sch.uk

The postal address is: Milton Road Primary School, Ascham Road, Cambridge, CB4 2BD

If more time is required to provide a fuller response or to arrange a meeting, staff will try to include in the acknowledgement details of when these will happen.

Complaints

We believe that most issues can be resolved quickly and informally, usually by speaking to the class teacher. If, following this, a concern is ongoing or remains unresolved then parents can speak to a member of the senior leadership team. If a resolution can still not be found, then parents/carers can access the school's complaint policy; this can be found on the school web-site, but is also available, on request, from the school office. The policy sets out the process of how to make a complaint and also explains how the school will respond.

Meetings

Where situations are more complex, a face-to-face meeting may be preferable to a letter or phone call. On such occasions, this will be arranged at the earliest convenience for parents/carers and staff.

Meetings with the class teachers

Understandably, we believe that the class teacher should be, in most circumstances, the first point of contact for any concerns about a child. Given their teaching commitments, teachers are inevitably busy during the school day, but mutually agreed appointments can be made through the office, for parents/carers to meet with teachers.

Depending on the nature of the situation, a meeting may include:

- senior members of staff: Inclusion Coordinator/ SENCO; Deputy Headteacher; Headteacher
- Education welfare Officer
- Other agencies e.g. Locality Team, School Nurse, Health worker

A record of the meeting may be kept and notes shared with all parties, where appropriate.

Parents/carers will only be invited to discuss their own children. Staff will not talk about other children in front of other parents/carers. All meetings and discussions are confidential between the staff involved and the parents/carers, and parties should not divulge information to others without

the agreement of parents/carers and the school. Parents/carers are not permitted to make electronic recordings of meetings.

E- Mails The school has a system of sending all standard forms of communication home to parents/carers who have requested it via Parentmail unless otherwise requested. Parents/carers must ensure that the school office is informed of any changes to email addresses.

Website The school seeks to put as much information as possible on its website. Most general information that parents/carers would seek can be readily found at: www.miltonroadschool.org.uk

Parents/carers are encouraged look at the website on a regular basis.

Protocol for Communications

At Milton Road Primary School we undertake to treat all communications with parents/carers with courtesy; as a school, we expect to receive the same courtesy in return. Where communication is courteous and reasonable both parties will work towards identifying and resolving problems quickly and efficiently. The school reserves the right to take appropriate action if communications are discourteous, unreasonable or threatening or if aggressive behaviour from any party occurs on school premises.

Agreed: October 2018