



CHALKWELL HALL JUNIOR SCHOOL

Working Positively with Parents Policy

Implementation Version Issued

October 2026

Governing Body Ratification

**Pending – earliest available
Governing Body Meeting**



**Tenacitas
Trust**

Chalkwell Hall Junior School

Working Positively with Parents Policy

1. Statement of Intent

At Chalkwell Hall Junior School, we recognise that children achieve their best when school and parents work together in a relationship built upon mutual trust, respect, honesty and shared responsibility.

We believe that parents are a child's first educators and that strong partnerships between home and school are essential in supporting pupils' academic achievement, personal development, wellbeing, attendance and behaviour.

This policy outlines the expectations, responsibilities and commitments that enable positive and productive working relationships between the school and parents for the benefit of all children.

2. Aims

This policy aims to:

- Promote positive, respectful and constructive relationships between school and parents.
 - Ensure that communication between home and school is open, timely and professional.
 - Support the successful education, wellbeing and development of every pupil.
 - Encourage parents and staff to work collaboratively to resolve concerns at the earliest opportunity.
 - Establish clear expectations regarding respectful conduct and communication.
 - Provide a framework for managing concerns, disagreements and complaints in a fair and professional manner.
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3. Our Commitment to Parents

The school will:

Communication

- Communicate clearly, honestly and regularly about children's learning, progress and wellbeing.
- Respond to enquiries within a reasonable timescale.
- Ensure parents know who to contact regarding specific issues.
- Provide information about school events, developments and expectations.

Education and Progress

- Deliver a broad, balanced and ambitious curriculum.
- Support all pupils to achieve their potential.
- Share information about attainment, progress and next steps in learning.
- Inform parents promptly if concerns arise regarding their child's wellbeing, behaviour, attendance or academic progress.

Safeguarding and Welfare

- Place children's safety and wellbeing at the centre of all decision-making.
- Follow statutory safeguarding guidance and procedures.
- Work closely with families and external agencies where additional support may be required.

Inclusion

- Treat all families with dignity, fairness and respect.
 - Value diversity and recognise the individual circumstances of families.
 - Promote an inclusive school community where everyone feels welcome.
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4. Our Expectations of Parents

We ask all parents and carers to:

Support Learning

- Ensure that their child attends school regularly and arrives on time.
- Promote positive attitudes towards learning and school.
- Support homework, reading and learning activities where appropriate.
- Inform the school of any issues that may affect their child's wellbeing or learning.

Communicate Constructively

- Raise concerns promptly and respectfully.
- Work collaboratively with school staff to find solutions.
- Listen to and consider information provided by the school.
- Follow school procedures when seeking support or clarification.

Model Respect

Parents are expected to:

- Treat all staff, pupils and other families with courtesy and respect.
- Use appropriate language in all communications.
- Respect professional decisions made in the interests of safeguarding, wellbeing and education.

- Support the school's values and expectations.
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5. Communication Expectations

The school welcomes communication from parents and seeks to respond positively and constructively.

Communication may take place through:

- Face-to-face meetings
- Telephone conversations
- Email correspondence
- Parent consultation meetings
- School newsletters
- School website and communication systems

We ask that all communication remains respectful and focused on resolving issues positively.

Where concerns arise, parents should contact the appropriate member of staff in the first instance, allowing reasonable time for investigation and response before escalating concerns further.

6. Resolving Concerns

The majority of concerns can be resolved informally through discussion between parents and school staff.

Where concerns arise, we encourage parents to:

1. Speak with the class teacher or relevant member of staff.
2. Contact a phase leader, SENDCo or senior leader if further support is required.
3. Meet with the Headteacher where concerns remain unresolved.
4. Follow the school's Complaints Policy where a formal complaint is necessary.

The school is committed to listening carefully, investigating impartially and responding fairly.

7. Unacceptable Behaviour

The school recognises that, on occasion, parents may feel upset, frustrated or concerned. However, all members of the school community have the right to be treated with dignity and respect.

The following behaviour is unacceptable:

- Verbal abuse or aggression.
- Intimidating, threatening or harassing behaviour.
- Offensive, discriminatory or derogatory language.
- Raised voices, shouting or aggressive confrontation.
- Abusive, offensive or excessive emails, letters, telephone calls or social media posts.
- Recording conversations or meetings without consent.
- Behaviour that undermines the safety, wellbeing or professional integrity of staff.

Where such behaviour occurs, the school may take action to protect staff and pupils. This may include restricting communication methods, arranging meetings with additional staff present, requesting third-party mediation, or, in serious cases, taking further action in accordance with relevant legislation and Trust procedures.

8. Social Media

Parents are encouraged to raise concerns directly with the school rather than through social media.

The school asks all parents to:

- Use social media responsibly.
- Avoid naming or identifying pupils, families or staff.
- Refrain from making derogatory, offensive or defamatory comments about the school, its staff, pupils or families.
- Respect confidentiality and safeguarding requirements.

Constructive dialogue is best achieved through direct communication with the school.

9. Working Together for Children's Success

Positive partnerships are built upon:

- Trust
- Respect
- Honesty
- Collaboration
- Shared expectations
- Mutual understanding

By working together, parents and school staff can create the conditions in which every child feels safe, supported, valued and able to thrive.

10. Related Policies

This policy should be read alongside:

- Complaints Policy
- Behaviour Policy
- Attendance Policy
- Safeguarding and Child Protection Policy
- Online Safety Policy
- Staff Code of Conduct

Policy Review

Approved by: Governing Body / Trust Board

Policy Lead: Headteacher

Review Frequency: Every 3 years or sooner if required by legislation or local circumstances.

Next Review Date: October 2029