

Parent/Carer Communications Protocol

'We intentionally foster strong relationships and proactive communication with families and professionals so there is a shared understanding of the evidence-informed inclusive practice.'

DEMAT Education Principles

November 2025

Introduction

We are very fortunate to have supportive and friendly parents/carers at Stanground St John's CofE Primary School. We want our parents/carers to recognise that educating children is a process that involves partnership between parents/carers, classroom teachers and the whole school community.

We welcome and encourage parents/carers to participate fully in the life of our school. Parental engagement with their children's learning is important in supporting attainment and progress and parents have a legitimate right to understand what their child is learning at school.

Our Vision is: "A new command I give you: Love one another. As I have loved you, so you must love one another" (John 13:34). We do not expect our staff to tolerate unacceptable behaviour and will act to protect staff from that behaviour, including that which is abusive, offensive or threatening.

Contact between parents/carers and the school must be appropriate, proportionate and respectful, of both the professional knowledge, experience and skill of all staff at the school and of the entitlement of staff at the school to some work/life balance.

Parent/Carer conduct on the school premises must be respectful at times towards staff and members of the school community.

Purpose

The purpose of this protocol is to provide a reminder to all parents, carers and visitors to our school about their expected conduct. This is so the whole school community can continue to flourish and achieve our school values of Love, Joy, Respect and Excellence in an atmosphere of mutual respect and understanding.

General Principles

- Remember that the school is governed by the school rules and policies as decided upon by the Diocese of Ely Multi-Academy Trust, the Governing Body of the school and the Senior Leadership Team.
- Respect the caring ethos and values of our school;
- Understand that both teachers and parents need to work together for the benefit of the students;
- Demonstrate that all members of the school community should be treated with respect and therefore set a good example in their own speech and behaviour

Communication

There are many reasons you might want to communicate with the school or a member of staff at the school. This could be simply a short Tapestry message, phoning in to report a child's absence or just informing the member of staff that your child has forgotten their PE kit or is complaining of feeling a little unwell. These short conversations to impart information are entirely necessary.

Timeframes

Please remember how busy members of staff are during the school day, particularly first thing in the morning. If you need to approach the school to help resolve any issues of concern:

- Firstly, make an appointment to meet with the class teacher. This include: friendship matters; classroom support; home learning etc.
- Following that request a meeting with the Phase Leader if your concern is not resolved. Should further support be needed, then please request a meeting with the Deputy Headteacher.
- We will endeavour to respond to telephone calls or emails within 2 school days of receipt.
- Where you need to speak with a member of staff make an appointment to do so at a time when they can give you their full attention.
- Staff communication is strictly limited to 8:30am to 5pm (both online and in person).
- Staff are only available the same day if there is an urgent safeguarding concern and a child is at risk of imminent harm.
- If you wish to correspond by email this should be done through the school's central email address at office@stanground-st-johns.peterborough.sch.uk making it clear in your message who it is for. This address is monitored regularly during the school day and emails forwarded to the appropriate member of staff or Governor.
- If the matter is still not resolved follow the procedure in the school's Complaints Policy which is available under the heading Policies on the school website.

Parent/Carer Conduct

- Ensure that all such communications are polite and that you are always mindful of the right of the recipient to be treated with respect.
- When meeting face to face with members of staff to discuss any matters concerning your child's education or wellbeing in school approach the matter calmly and politely as this will also ensure progress can be made to address any issues or concerns. Remember that if you wish to speak with a member of staff it will normally fall to you to make a mutually convenient appointment.
- Refrain from sending lengthy, frequent, demanding, or disrespectful emails or Tapestry messages to staff members, accusations, as this will seriously undermine their ability to carry out their core role of educating the children in their care.
- It is unacceptable to record telephone conversations with staff members or to record meetings with staff and/or Governors at the school without making them aware you are doing it, and seeking their express permission to capture what could be their personal information and breach their human right to privacy which extends to their workplace.
- When speaking with a staff member or any other member of the school community whether in person, on the telephone or by any other means of communication, it is entirely inappropriate to raise your voice, use language that is disrespectful, rude, offensive, aggressive or threatening.
- Do not approach any other pupil in order to discuss a school incident, disagreement or disclosure.
- Refrain from publishing unacceptable information on social media or other public forums.
- Promote a positive attitude towards the school and its staff with your children.
- Offensive language and swearing on the school site are not tolerated and may result in exclusion of the adult from the premises.

Drop-Off Procedure

To ensure the safety and smooth transition of all pupils, we kindly request that all parents and carers across EYFS and Key Stage 1 drop off their children by the designated sign each morning.

- This helps staff maintain accurate attendance records and supports children in developing independence.
- Please do not accompany children beyond this point unless prior arrangements have been made with staff.

Additional Steps by the school

Incidents of aggressive behaviour will be logged on the school CPOMS system. Parents who choose not to abide by this protocol will be issued with the following steps by a member of staff:

1. **Verbal Warning:** The member of staff or Governor concerned may challenge the behaviour by asking the person concerned to stop using inappropriate behaviour or may end an unacceptable phone call or ask you to leave the school.
2. **Written Warning:** The school may correspond in writing with a parent or carer to challenge behaviour that the school is finding unacceptable such as, for example, being rude to a member of staff, refusing to listen or sending too many emails making demands of the school.
3. **Premises Exclusion:** Failure to modify behaviour may result in the school banning the parent/carer from the school premises either temporarily or permanently.

The school may call the police if staff feel threatened or intimidated by a parent or carer.

For unreasonable behaviour which hinders our consideration of complaints because of the frequency of nature of the complainant's contact with the school, we will refer to the Policy for *Managing Serial and Unreasonable Complaints and Communication*. These can be found here: <https://www.demat.org.uk/policies>

We trust that parents and carers will assist our school with the implementation of this policy and we thank you for your continuing support of the school