



Frank Field Education Trust

Parental Communication Procedure for Handforth Grange Primary School

Policy Area	Leadership and Management
Policy Title	Parental Communication Procedure
Policy Leader	Handforth Grange Primary School
Policy Date	January 2023
Latest review	January 2023
Policy Review	January 2024

Social Justice through Excellence in Education

Introduction

Handforth Grange Primary School is proud of its excellent working relationship with parents and carers.

The school recognises and values the contribution that parents and carers make to a child's education and wish to foster a collaborative working relationship in-line with the Home School Agreement that parents and carers are given when their child joins the school.

The school recognises that from time to time a parent or carer may wish to raise a concern about some aspect of their child's education at Handforth Grange. The school welcomes the opportunity to address such concerns to resume the desired, positive, supportive working relationship.

1. Scope of the Procedure

This procedure sets out the parameters for parents and carers to raise concerns and for the timings of meetings with school staff.

The procedure precedes the Complaints policy and the stages should be followed prior to parents or carers raising a complaint under the Complaints policy in order that the concern can be addressed quickly and informally by the teacher or individual that has day-to-day contact with the child.

2. General Principles

At all times, the school, will seek to work in a cooperative and transparent way and within the timescales agreed in this procedure. You will receive a response in writing, by letter or email, to your concerns.

The staff members will listen to your concerns, alleviate your concerns (where evidence is available) and together staff members and parents and carers will agree a mutually satisfactory resolution to the matter.

If parents and carers do not feel that the concerns has been resolved, or that the proposed resolution has not been implemented, they should raise their concern again, so that the school can ensure that the remaining concerns are addressed.

We recognise that concerns relating to a child's education are often emotive. As a school, we are understanding of this and want parents and carers to be happy with the education that their child is receiving. We do request that parents and carers are mindful of the rights of staff to carry out their work free from abuse and to be mindful of the Parent Behaviour policy in their interactions with staff members.

3. Stages of the Procedure

The Parental Communication procedure is available separately and agrees that a concern should be addressed through a meeting with the Class Teacher in the first instance, then with the Class Teacher and the Phase Leader and should there still be a concern, with the Class Teacher and the Assistant Headteacher or Deputy Headteacher. These meetings should be arranged through the school office and agreed timescales are set out: Class Teachers meetings (within 5 working days), Assistant Headteachers (within 5 working days) and Deputy Headteacher interviews (within 10 working days). Unless there are exceptional circumstances every effort will be made by the school to have a full discussion with you and resolve the issues informally before moving into the formal stages of this procedure.

Playground interaction

The school wishes to foster good relationships with parents and carers.

The school also recognises that it is valuable to have as much information as possible relating to a child's wellbeing in order to educate them successfully. As a result, a member of the Senior Leadership team will be available for informal communication with parents and carers at the gates each morning, alongside the teaching assistants. This can be particularly useful if something has happened during the course of the morning, or over the preceding weekend that has caused the child upset or distress, such as the death of a relative or pet; a family break-up; a child feeling 'under-the-weather', but not ill; a 'fallout' between friends, or indeed any other issue that is affecting them. Please let your child's Class Teacher know briefly via Dojo or email before school. So that they can be aware, but also so that they can send someone to accompany the child to class should that be necessary.

If there is insufficient time, please feel free to let the school office know by telephone – they will get a message to the teacher, or send an email.

The time before school is not an appropriate, or private, time to be raising concerns. Should you have any concerns, please request a meeting (below)

Meeting with Class Teacher

If you have an education concern, or wish to discuss something privately, please make an appointment with your child's Class Teacher through the School Office.

The Class Teacher will meet you within 5 working days.

The Class Teacher will listen to your concerns and seek to allay them and you will jointly agree actions to address your concerns.

Meeting with Class Teacher and Assistant Headteacher

If you continue to have concerns, or do not feel previously agree actions have been followed, or effective, please make an appointment and the Assistant Headteacher will meet with you and the Class Teacher. Meeting should be arranged through the School Office.

The Assistant Head and Class Teacher will meet you within 5 working days.

Both members of staff will listen to your concerns and seek to allay them and you will jointly agree actions to address your concerns. You will be sent the agreed actions in writing by the Assistant Head following this meeting

If your child's Class Teacher is the Assistant Headteacher, this meeting will be with the Deputy Headteacher and Class Teacher.

Meeting with Senior Leader

If you are not satisfied with the response of the Assistant Head and Class Teacher, or the progress of the actions, you should contact the school office.

A member of the Senior Leadership Team will meet you within 10 working days to offer to discuss your continued concerns.

The Senior Leader will communicate the response to the meeting in writing within 5 working days and follow up the agreed actions with you regularly.

4. Complaints process

Should you continue to be concerned, you should raise the matter according to the schools Complaints Policy.

Where possible, the school leadership will always attempt to adhere to the timescales herein. However, unforeseen circumstances – as deemed reasonable by the Local Governing Board i.e. the Covid-19 Pandemic, may mean that timings are subject to change.