

Statement of Principles

The Governing Body of St Giles CE Primary School fosters and encourages positive relations between Home and School, as well as close links with the community. It believes that pupils benefit when there is a positive relationship between home and school.

Working in Partnership

Our partnership with parents is crucial to the working of the school and for this reason it is important to us that we communicate effectively with parents at all times. The ethos of this partnership is summarised in the Home School Agreement which all parents are invited to sign when their child starts school. This agreement is reviewed annually by Governors to reflect changes and developments in the working of the school.

(Please refer to the Home School Agreement in our website.)

Information to Parents

We work hard to keep parents fully informed about their child's academic progress as well as all the wide range of activities that are available to them. We do this in the following ways:

- Regular updates of information on the School website and full access to School Policies
- Parent mail to communicate regular School, Key Stage, Class, Group and activities and requirements
- Individual Parent mail / Text Message / for brief or urgent messages
- Curriculum Information from each class teacher at the start of each term
- Termly Newsletters
- Celebration Assemblies in Church on Friday mornings
- Parent Consultation Meetings twice a year in the Autumn and Spring Terms, and the opportunity to meet with teachers in the Summer Term
- Annual Report for all children issued in May
- Annual Parent Questionnaire

We actively welcome and encourage parents to come and help in school and with extra-curricular activities. Some ways in which parents can help are with hearing children read, cooking and sewing. We are also very grateful for help with transport to external events. All parents who help on a regular basis are DBS checked.

(Please refer to the Volunteer Policy on our website.)

Contacting the Teachers

If parents wish to communicate with the school about their child's welfare and progress, they have the opportunity to do so in the following ways:

- At the start of the day, by passing a brief message via the Teacher on Duty at the gate
- At the end of the day, by speaking briefly to the Class Teacher directly at the school door – appointments can be made for a longer meeting via the school office
- The Head Teacher is available to speak to parents at the beginning or end of most days, or an appointment can be made
- The Special Needs Co-ordinator is available by appointment – please contact the School Office to arrange

Please note that the teachers will generally not be available to talk with parents at the start of the school day because they are busy making preparations to greet the children as they arrive in school and at this time, their priority will be for the children.

Contacting the School

Any acknowledgements, permission slips, payments for school trips and visits and any other paperwork should be returned to the office via the letter box, by the front entrance.

For any other administrative queries, please contact the school office:

Telephone - 01825 790240 Email – office@st-giles.org.uk

Breakdown in Communications

The majority of parents, carers and others visiting our school are supportive of the school and work effectively together for the benefit of the children. The Governing Body expects that both parents and all members of staff would support the benefits of positive interactions. However, in any working partnership, there may be occasions where a breakdown in communications between home and school occurs. This policy is intended to support both parents and staff on the rare occasions when communications are not constructive.

The Governing Body considers the following types of behaviour, by parents or staff to be unacceptable:

- shouting, either in person or over the telephone
- speaking in an aggressive / threatening tone
- physically intimidating behaviour
- making physical threats
- swearing
- making racist or sexist comments
- displaying aggressive or threatening behaviour towards individual parents or staff and their families, via social media
- breaching the security of the school building

Support for Parents

The Governing Body expects and requires all members of school staff to behave professionally at all times and to attempt to defuse difficult situations. Training will be provided to support all members of staff in handling a broad range of situations and how to seek the involvement of other colleagues, as appropriate.

When parents are dissatisfied and have concerns that they wish to express to the school, we would request that they make these concerns known in a reasonable, polite and respectful manner. Depending on where the difficulty has arisen, parents should speak initially to the Class Teacher and then to the Head Teacher, or in her absence, the Deputy. If the matter is not resolved, a formal Complaints Procedure should be followed, as detailed in the Complaints Policy on our website.

Support for Staff

The Governing Body expects that all members of staff have the right to work without fear of violence and abuse. The Health and Safety Executive (HSE), defines violence at work as “any incident in which an employee is abused, threatened or assaulted in circumstances related to their work.” This definition includes verbal abuse or threats, which directed at our staff,

will not be tolerated. On the rare occasions where a negative attitude towards the school is expressed and results in aggressive behaviour, displayed in verbal and or physical abuse towards members of school staff or the wider school community, this will not be tolerated.

Procedures for dealing with difficult situations

Where staff consider they are being subjected to unreasonable behaviour and a parent / guardian or a member of the public behaves in an unacceptable way to a member of staff on school premises, the following procedures should be put in place.

- staff should seek to have another member of staff present, if possible
- where a person is being verbally aggressive, rude or antisocial in a face to face meeting, the member of staff is encouraged to inform the parent / guardian that the tone and / or content of the conversation is becoming inappropriate
- if the inappropriate conversation persists then the member of staff should warn the person in a polite and professional way that they should leave the school premises and that the headteacher or a senior member of staff will be informed as soon as possible after the event
- If the person refuses to leave then the police will be called
- where an incident or conversation is referred to the headteacher, the member of staff must complete an incident form (Appendix 1)
- the headteacher or appropriate senior member of staff will seek to resolve the situation through discussion and mediation promptly
- where necessary, the headteacher may deem it appropriate to write to the person involved to record in detail the incident and why it is unacceptable

Where all these procedures have been exhausted, and aggression or intimidation continue, or where there is an extreme act of violence, a parent or carer may be banned from the school premises.

January 2016

Communications Policy Appendix 1

Incident report form

Date of incident	
Time of incident	
Name of person reporting incident	
Date incident reported	
Member of staff recording incident	

Name(s) of person(s) causing incident

(where name(s) is / are unknown, provide other details which may allow their identification)

Status(es) (parents / carers / visitors / trespassers)

Full description of incident (e.g. names of persons involved; location; nature of any injuries; attendance of emergency services)

Name of any witnesses	Status

Summary of subsequent actions taken by the school

Linked incidents (if any)