



**Rotherfield**  
Primary School

## **Policy on working with parents**

At Newington Green and Rotherfield Primary Schools our staff are committed to providing a high quality education to your child, and constantly improving their learning.

We aim to work harmoniously with parents/carers in the best interests of their children and to deal with any issues that may arise in a prompt and professional manner.

Parents have a right to expect the best for their children and they have a right to express their concerns but, at the same time, teachers and pupils must be allowed to work and learn in a safe and secure environment.

Parents are encouraged to liaise with the class teacher initially, outside teaching hours at a time mutually agreed. The next step would be to arrange a meeting with the relevant Assistant Head which can be arranged by calling the school office.

Parents have the right to expect the school to acknowledge any concerns they have raised within two school days and wherever possible resolved in that time. Where it is not possible to resolve concerns at an early stage, parents will be advised how to follow the school's complaints policy and procedures.

Parents who have complaints regarding pupils or parents will address their concerns directly with the school.

Raised voices, aggression, swearing, intimidation or threatening behaviour towards staff, pupils or other parents will result in immediate termination of the meeting/or in removal from the premises. In serious cases the police may be called.

In the event of raised voices, aggression, swearing, intimidation or threatening behaviour, parents will be warned in writing that a repeat of the behaviour will result in a ban from the school site.

In the event of a repeat of behaviour, the Head of School will write to the parent imposing a ban from the school site. The ban will range in length depending on the seriousness of the behaviour. Parents will be informed in the banning letter of their right to appeal the ban through writing to the Chair of Governors.

In the event of a serious breach of this policy, the Executive Head, may issue an immediate ban, if they consider staff or pupil wellbeing to be at risk. Parents will be informed in the banning letter of their right to appeal the ban through writing to the Chair of Governors.

Ratified RF Gavs on 18/10/2019. Ratified NG Gavs on 18/10/19.