



St. Luke's C of E (A) Primary School

Parent/Carer Communication and Conduct Policy 2025 – 2028

Written by: Mr. P. Phillips

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Parent/Carer Communication and Conduct Policy for St. Luke's C of E (Aided) Primary School

Introduction

At St. Luke's we are proud of our school community and value the parents and carers who support staff with providing a high level of education for their children. We recognise the importance of the partnership between parents/carers, school staff and the wider community and understand the importance of a good working relationship to develop the knowledge and skills necessary for adulthood. We aim to provide opportunities for our parents and carers to regularly visit our school to participate in a range of wonderful activities with their children. In order to do this, we believe that all those in the school community should model exceptional behaviour, in which our children can learn from.

This policy outlines the conduct that is expected from all parents, carers and visitors to ensure that our school community continues to 'Flourish' through agreed mutual understanding and respect.

We expect parents, carers and visitors to:

- Respect school staff and the Christian ethos that they uphold.
- Work alongside school staff for the benefit of their children.
- Treat all members of the school community with respect both in the school building and on the playground. This includes setting an example of appropriate behaviour and speech.
- Approach the school to help resolve any issues of concern.
- Correct their own child's behaviour especially in public.
- Avoid using staff as threats to reprimand children's behaviour.

Parental Communication with the School

Parents are welcome to raise matters with the school by telephone 01909 475821 or emailing the office at office@st-lukes.notts.sch.uk. The office staff will then inform the appropriate staff members to deal with the issue.

Non-urgent enquiries – Emails received will be passed on to the relevant staff member. We aim to respond within **five working days**. This timeframe ensures staff are able to prioritise teaching and learning while still addressing queries appropriately. Non-urgent matters include (but are not limited to):

- Questions about homework or classwork.
- Requests for information about school events or trips.
- General concerns about a child's progress.
- Administrative queries (e.g., uniform, payments).
- Complaints, concerns or general dissatisfaction, unless these raise a safeguarding or safety issue.

Frequency of emails – To support staff wellbeing and efficiency, we ask that parents and carers do not send repeated emails on the same matter. Multiple emails on the same issue will not lead to a quicker response, and staff may wait to reply once a considered response can be given. In general, we ask that families limit communication to what is necessary and proportionate (for example, not more than once a week on the same matter unless it is urgent).

Urgent matters – Where the matter is of such urgency that it requires an immediate response, it will be passed to the most appropriate staff member (usually the Senior Leadership Team). This member of staff will aim to respond the same day or within 24 hours, or will contact you to indicate if longer is needed. Examples include:

- Concerns about a child's health or safety.
- Urgent safeguarding matters.
- A change in end-of-day collection arrangements.
- Accidents or incidents that have just occurred.

Urgent matters will be passed to the most appropriate staff member (usually the Senior Leadership Team), who will aim to respond the same day or within 24 hours, or will contact you to indicate if longer is needed.

Logging of enquiries – All enquiries that require a staff member to respond are logged centrally and include details of the time and nature of the enquiry along with the staff member who will be dealing with it. Emails may be forwarded to the appropriate staff member, with line managers copied in. Staff are encouraged to reply only within normal working hours, and not beyond 6pm.

To continue to provide a safe school environment, the school cannot tolerate parents, carers and visitors showing the following:

- Using loud or offensive language, swearing or displaying temper in the school grounds
- Making physical threats towards staff members, governors, visitors, fellow parent/carer or students or use language to intimidate.
- Disruptive behaviour within the school groups which may interfere with the daily operation of the school day. This can also include other areas of the school ground including team matches.
- Damaging or destroying school property.
- Abusive or threatening emails/ phone messages/ texts or online written communication including social media networking sites.
- Making allegations which turn out to be malicious
- Offensive, derogatory or defamatory comments regarding the school, students, parents or staff on Facebook or other social media sites.
- Smoking, consuming alcohol or other drugs on the school site.
- Physical aggression towards another adult or child.

- Approaching someone else's child in order to discuss or chastise them because of the actions of this child towards their own child. (Such an approach to a child may be seen to be an assault on that child and may have legal consequences).

If we believe that any of the above behaviour has occurred on the school site, the school may feel it necessary to contact appropriate authorities and if deemed necessary, the school may ban the offending adults from entering the school grounds.

The school's approach to dealing with incidents

If we believe that a parent, carer or visitor behaviour in an unacceptable manner towards a member of the school community, school leaders will assess the level of risk before deciding on future actions.

If staff members encounter any of the above behaviour they should:

- Speak calmly
- Be polite but firm
- Seek assistance where needed
- Terminate the conversation if necessary
- Ask the individual to leave the school site and explain that the police will be called if they refuse.

If staff members are subject to any concerning behaviour by parents, carers or visitors will be asked to write a written statement about the incident, which will be kept on file by the headteacher, Mr. P Phillips. Any witnesses to the incident may also be contacted to make a statement. These statements may be shared with the parent/ carer if it is deemed appropriate.

Risk Assessments

Parents, carers or visitors who enter the school site and behave in an inappropriate manner may be subject to a risk assessment being carried out to ensure that future incidents and the safety of our school community. When creating the risk assessment, the following questions will be considered:

- What form did the abuse take?
- What evidence is there?
- Have there been previous incidents?
- Are the parents, carers or visitors intimidating members of staff?
- What is the likelihood of this incident happening again?

As a school, we value the dedicated parents and carers that we have within our school community and I strongly believe that this policy will provide an outline to ensure that all remain safe whilst at St. Luke's C of E (Aided) Primary School.

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