

## **CODE OF CONDUCT FOR CONTACTING US**

This document should be read in conjunction with the complaints policy.

Our aim is always to resolve any issues or concerns that parents or carers may have as quickly and efficiently as possible. In order for us to do so, and to safeguard the wellbeing of our staff, it is important that parents and carers comply with the following standards when contacting the school. It is recognised that the vast majority of parents already comply with these standards and we thank you for your support with this.

1. Staff should not be approached when they are not at work. Parents should always contact staff whilst in school. Staff have been instructed not to comment on complaints that are presented out of school.
2. Complaints or concerns should be addressed to the person who was most heavily involved in the incident, unless it is of a very personal nature to do with that staff member, in which case it should be addressed to their curriculum leader or immediate line manager. In line with the complaints policy, the Headteacher should not be involved immediately. The Headteacher should only become involved when the correct procedure has been followed, in order to allow a suitably neutral review of your concern if this is necessary. It is important that only the most serious concerns are escalated up to the Headteacher, and only when the appropriate members of staff have been contacted first.
3. Inflammatory comments or statements should be avoided and the tone should be courteous at all times – emotive and accusatory words such as ‘disgusting’, use of capitals or defamatory statements should not be included. The complaint should reflect the information you have currently received; please remember that you have one version of the information that has caused you concern and therefore your information is incomplete and further investigation will be needed.
4. Each complainant will represent their own views and should not seek to present themselves as self-appointed spokesperson for others.
5. We aim to deal with all complaints seriously and work to resolve them; please do not threaten with the governors, LA, DfE or Ofsted as a means to fast-forward your complaint.
6. Meetings will always be arranged where and when it is deemed necessary. Concerns around safety or child protection will be dealt with immediately, otherwise an appointment will need to be made in advance to be seen by a staff member. Staff are not able to see parents who turn up without an appointment as they have other commitments, may be teaching, and will not have the information required to help you to hand. The best way to ensure that you are not inconvenienced is to make an appointment.
7. Any concerns and complaints received which do not comply with our expectations will be returned unattended until the communications meet the expectations outlined above. Parents and carers who breach the terms will be subject to restricted access to staff.

The above standards apply to written and verbal complaints.