BROAD HINTON CHURCH OF ENGLAND PRIMARY SCHOOL

'A Love of Learning for a Lifetime of Opportunities'

'At Broad Hinton School we are proud of our educational heritage, which is rooted historically in Christian Belief. We aim to provide opportunities for all to learn and achieve within a happy, structured and disciplined Christian environment.
We welcome everyone to our village school where all faiths, cultures and abilities are received with love, care and respect.'

EFFECTIVE COMMUNICATION AND CODE OF CONDUCT POLICY

Introduction
We are very fortunate to have a supportive and friendly parental community. Our parents and families recognize that educating children is a process that involves partnership between parents/carers, class teachers and the school community. As a partnership, our parents/carers will understand the importance of a good working relationships to equip children with the necessary skills for adulthood. For these reasons we continue to welcome and encourage parents/carers to participate fully in the life of our school so that our children may believe, learn and achieve.

Purpose and Scope
The purpose of this policy is to provide guidance to all parents/carers in our school about our effective communication. This is so we can continue to love, care and respect everyone in an atmosphere of mutual understanding and high expectations.

This policy has been written discussion with staff and parents and is to be read in conjunction with the following:

- All subject policies and schemes of work;
- Assessment and Record-Keeping policy;
- Assessment for Learning;
- Ethos, Behaviour and Discipline policy;
- Homework policy;
- Safeguarding and Child Protection policies;
- Accessibility plan and Equality policies;
- SEND policy; and
- More able policy.

At Broad Hinton C of E Primary School we really value regular, open and kind communication between school and families. The purpose of this guidance is to help

parents/carers know how to communicate with the school, who to contact and provide a timeframe with which to expect a response.

Illness or absence

If your child is ill or going to be absent from school then please telephone the school office before 08:45. You may leave a message on the 'answer phone' or speak to office staff.

If your child has any change to their medical profile, such as a newly diagnosed allergy, please inform the office staff as soon as possible by phone or face-to-face.

Change of pick up arrangements

There are times that your child needs to be collected from school by a different family member or friend. If this happens please make sure you SeeSaw the class teacher in the first instance. No child will be given to another adult at the end of the day unless we have authorization from the adult with parental responsibility. If necessary, we will contact the parent before allowing another adult to collect your child.

Academic Progress

At Broad Hinton C of E Primary School, we hold our first parents' evening of the academic year in term 2 (October or November). The second is in term 4 (February or March). We expect all parents/carers to attend these 2 meetings. The third opportunity is July, after children have received their annual reports. This is an optional meeting and it gives families an opportunity to discuss the report if necessary or appropriate. There will also be an opportunity to meet next year's teacher.

If you require additional information or have concerns about your child's academic progress then you should arrange a face-to-face meeting or telephone call with your child's teacher. Your teacher will facilitate this meeting/phone call within 10 working days.

If you still have concerns then you should arrange a face-to-face meeting or telephone call with the Headteacher who will facilitate a meeting/phone call within the same time frame.

If the issue still remains unresolved then a further meeting should be arranged with the Headteacher.

If you have any questions or concerns about your child's wellbeing, then please follow the same system as is described for 'Academic Progress' above.

SEND (Special Educational Needs and Disabilities)

If your child has an Education and Health Care Plan (EHCP), you will be invited to attend their statutory Annual Review each academic year. This will be arranged and led by the SENDCo.

If your child has a Support Plan open, then you will be invited by the SENDCo to attend a review meeting at least three times a year. Reviews may happen more frequently depending on the needs of the child.

Your child may not have any of the above but be having booster sessions or reactive interventions organized by the class teacher. If this is the case, general progress will be discussed at the scheduled parents' evenings.

The class teacher should always be the first point of contact when discussing your child's progress and their needs. Additional face-to-face meetings or a telephone call can be arranged following the same system set out above.

If you have further concerns or queries after talking to the class teacher, then please contact the SENDCo by telephoning the school office.

Informal Matters

There are always times when you may need to speak to a member of staff about a less serious matter. You might have forgotten what day PE is on or lost your child's wellies! In these circumstances please use the messaging function on SeeSaw to contact your class teacher or speak to the class teacher at drop-off/collection times. Please bear in mind, these times can often be very busy so please be considerate. There will always be a member of the Senior Leadership Team 'on the gate', usually the headteacher Mrs Floyd, to help as well.

Timings

If you need to phone a member of staff, please do so between the hours of 08:30 and 16:30. If the member of staff is unable to take your call, we will call you back within 48 hours (during working days).
If you SeeSaw message a member of staff, please do so within the same hours as above and we will ensure we respond to you within 48 hours (during working days).

We expect parents/carers to adhere to this communication and code of conduct. This unsigned agreement also aims to clarify the types of behaviour that will not be tolerated and alerts parents/carers to those expectations. The code of conduct also sets out the actions the school can take should this code be ignored or where breaches occur. Behaviour that will not be tolerated include, but are not limited to:

- Using loud, offensive or vulgar language (including swearing)
- Displaying temper or aggression
- Displaying behaviour that makes a member of staff feel uncomfortable
- Mocking staff or making comments/gestures that make staff feel uncomfortable
- Threatening in any way, a member of staff, visitor, fellow parent/carer or child
- Ignoring staff
- Damaging school property

- Misuse of the school car park i.e. parking without having the required permissions
- Making defamatory, offensive or derogatory comments about the school or any of the pupils/parents/staff/governors at the school when on the school site
- Making defamatory, offensive or derogatory comments regarding the school or any of the pupils/parents/staff/governors at the school on Facebook, Whatsapp or other social media sites
- 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)
- Smoking, vaping, taking illegal drugs or the consumption of alcohol on school premises. (Alcohol may only be consumed during authorised events)
- Dogs being brought on to the school premises unless tied up at the front (other than guide dogs) gate.

Broad Hinton C of E Primary School expects parents/carers to adhere to the following guidance regarding communications with the school:

- All written communications via SeeSaw should be respectful, polite and concise
- Parents/carers should be considerate in the volume of their communications. For example, parents/carers should not exceed 1 or 2 messages per week on average via SeeSaw
- Teaching staff and the headtecher will respond to your messages within 48 hours (during working days) but if it is urgent please contact the school office

Teaching staff and the headteacher will not respond to communication after 4.30pm each day or during the weekends, messages sent after 4:30pm or during weekends will be acknowledged on the next working day.

- Parents do not typically email staff. Our school emails are used for professional conversations with the education community. If parents wish to email then they should do so via the school office email: admin@broadhinton.wilts.sch.uk
- If further dialogue is required parents/carers should make an appointment to speak to staff via telephone or face-to-face rather than SeeSaw
- Phone calls should not exceed 1 per week.

This list is not exhaustive. If any member of staff feels that a parent/carer is demanding unreasonable and excessive amounts of their time then the 'Consequences' section of this code may be enacted.

Consequences

Should there any of the inappropriate or unacceptable behaviour or communication then the following actions may be implemented by the Headteacher, or the senior teacher. The actions may be followed in order or, depending on the seriousness of the action, a higher consequence may be selected.

- A verbal warning that the individual/s has broken the code of conduct
- A written warning that the individual/s has broken the code of conduct
- A time-limited ban from entering the school grounds (the duration of which is at the discretion of the Headteacher or their nominee)
- A full ban site in-line with section 547 of the Education Act 1996 (referenced below)

If any of these consequences are implemented the parent/carer has the right to appeal to the Chair of Governors, whose contact details are available on the school website.

Section 547 of the Education Act 1996

School premises are private property and parents have been granted permission from the school to be on school premises. However, in case of abuse or threats to staff, pupils or other parents, school may ban parents from entering school. It is also an offence under section 547 of the Education Act 1996 for any person (including a parent) to cause a nuisance or disturbance on school premises. The police may be called to assist in removing the person concerned. School is not responsible for organizing arrangements for children in the above circumstances. Parents will need to provide alternative arrangements for bringing children into school.

We thank parents for their support in working together to maintain a safe, respectful, and positive environment for all.