



A caring community: Serious about Learning

Old Fletton Primary School

Parental Communication and Expectations Policy Statement

Alongside the Home School Agreement & Complaints Policy

Version 1 - July 2025

OUR ASPIRATION FOR OLD FLETTON PRIMARY SCHOOL

| | |
|-----------------------------|---|
| Purpose | At Old Fletton Primary School, we value strong partnerships between parents, carers, and school staff. We believe that respectful and effective communication supports the best outcomes for our pupils. We recognise that most frustrations arise when communication channels are unclear, slow or cumbersome. This is how we aim to address that. |
| Communication | For the purpose of this policy: this is all information shared from parents and the wider community with the school. It can be done in many ways, informal conversations, emails, letters, meetings etc |
| Main Linked policies | Home School Agreement Parental Code of Conduct Complaints Policy Staff well-being Policy Safeguarding & Child Protection Policy Behaviour & Expectations Policy |

| | |
|--|--|
| What is the policy for? | <ol style="list-style-type: none"> 1. To manage all stakeholders expectations of what are reasonable levels of communication 2. Supporting families with knowing the best way to get the information they require 3. To manage the growing pressure on staff well-being, with the rise of instant digital communication Preventing staff from being overwhelmed by lengthy, repetitive, hostile and/or threatening messages |
| Who has devised and contributed to this policy? | This policy was initially devised by the Leadership Team and Governing Body. |
| How will this policy be communicated? | This policy is available on the school website Parents are reminded annually in the Autumn term via the Weekly update |
| How will this policy be monitored? | Staff will be encouraged to share where they feel the Policy is working and can be improved Issues of parents not adhering to the expectations will be reported to governors via the Headteacher report. |

Old Fletton Primary School: Parent Communication Expectations & Guidance

At Old Fletton Primary School, we really do value strong partnerships between parents, carers, and school staff. We believe that respectful and effective communication supports the best outcomes for our pupils. This document outlines how we can work together positively and provides guidance on appropriate communication channels to avoid any unnecessary frustrations.

1. General Communication Principle

All communication between parents/carers and staff **must be polite, respectful and constructive.**

Staff will always communicate in a courteous and professional manner, and we insist on the same from parents and carers.

We ask parents and carers to respect staff professionalism and expertise; also to understand that many matters take time to resolve thoroughly and appropriately. In addition, to respect that staff are often trying to be available to communicate whilst carrying out their other roles and responsibilities. Appointments cannot be demanded, but will be scheduled at the earliest opportunity.

2. Contacting School Staff

| What | Who | How | Timeframe |
|---|--|---|--|
| <input checked="" type="checkbox"/> For minor questions and clarifications most academic, social, or behavioural | Class teachers | 1. Playground and pick up 2. Call the school office requesting a call/meeting 3. Email the school office requesting a call/meeting | <ul style="list-style-type: none"> Typically the same or next day where possible for a call Typically within 5 working days for a meeting |
| <input checked="" type="checkbox"/> For more serious concerns academic, social, or behavioural | The Leadership Team Mrs Shaw SENDco Mr Pike Assistant Headteacher Mr Dickson: Deputy Headteacher | 1. On the school gates at drop off and pick up 2. Call the school office requesting a call/meeting 3. Email the school office requesting a call/meeting | <ul style="list-style-type: none"> Typically the same or next day where possible for a call Typically within 2 working days for a meeting |
| <input checked="" type="checkbox"/> For when frustrations still exist after trying the above - academic, social, or behavioural | Headteacher Mrs Levy | 1. On the school gates at drop off and pick up 2. Call the school office requesting a call/meeting 3. Email the school office requesting a call/meeting | <ul style="list-style-type: none"> Typically the same or next day where possible for a call Typically within 2-3 working days for a meeting |
| <input checked="" type="checkbox"/> Immediate harm Safeguarding Concerns | Mr Dickson | 1. On the school gates at drop off and pick up 2. Call the school office requesting a call/meeting 3. Email the school office requesting a call/meeting | <ul style="list-style-type: none"> A same day response as soon as is practical - if Mr Dickson is not available another safeguarding lead will take over. |

You may also use our formal Concerns & Complaints Policy if needed (available on the school website)

3. When not to contact School Staff

| What | Example | Our expected response, if any, will be... |
|--|--|--|
| <input checked="" type="checkbox"/> To repeat matters already resolved historically | “Back in Year 2 this....” “This has been going on for years...” | <ul style="list-style-type: none"> This has already been resolved and will not be revisited & no further action will be taken If we have not been made previously aware until this current communication, then we will start the appropriate work if required. |

| | | |
|---|---|--|
| <p>🚫 To challenge school policies and procedures</p> | <p>"I don't agree with the XXX policy"</p> | <ul style="list-style-type: none"> • All staff are required to follow the policies and procedures and many are available on the website. • Parents cannot pick and choose which ones they like or don't like - it is part of who we are as a school • Coming to our school is accepting that is how we work. (Home school agreement compliments this) • The Governors are responsible for ratifying policies and procedures and are often bound in legal expectations. |
| <p>🚫 To expect immediate responses or set your own timescales</p> | <p>"I demand a call today..." "If I don't get a response by today I am going to Ofsted..."</p> | <ul style="list-style-type: none"> • We will use our discretion as to the urgency • We will follow the set timescales set out in this policy or the formal complaints policy - where possible • We may see this as aggressive/threats and will not respond to that. |
| <p>🚫 To demand how you will be communicated with</p> | <p>"I'm not leaving until I see..." "I will not talk to Mrs??...." "I will only communicate via email..."</p> | <ul style="list-style-type: none"> • We will accommodate where we feel it is in everyone's best interest - not just 1 person's view • Staff have certain roles, and if they are the 'right role' then there is no choice as to who to speak to. |
| <p>🚫 To Circumvent the Right Contact Person</p> | <p>"I'm going to straight to the headteacher..."</p> | <ul style="list-style-type: none"> • You will be sent back through the appropriate route |
| <p>🚫 To Seek Frequent Updates on Minor Issues</p> | <p>"Can you just tell me if they ate lunch today...?"</p> | <ul style="list-style-type: none"> • This type of request should only be sent if part of an agreed plan or need |
| <p>Personal opinions and criticisms on decisions and operational matters</p> | <p>"It's ridiculous that... policy comment" "I'm appalled that... school event comment" "In my opinion... school routine comment"</p> | <ul style="list-style-type: none"> • Whilst the email or call maybe received and read No reply will be sent - These matters are carefully considered by the school's leadership, in line with statutory guidance and the needs of the whole school community - which is complex and rarely satisfies everyone. Surveys are sent out annually for a chance to voice this and offer constructive feedback. |

4. Email Communication:

Emails should not be lengthy and complex. Rather be concise and focused on the issue you wish to raise, ideally alongside a solution you feel may work. School staff are all busy people and we want to ensure we are not bogged down in unnecessary detail.

Emails received after 4:00pm may not be read until the next working day.
Staff are not expected to respond outside working hours or during holidays.

To Help Us Respond Effectively:

1. Avoid sending multiple emails on the same issue within a short time period.
2. Be concise
3. Offer suggestions for a resolution

School staff will decide if complex issues are better addressed via a face-to-face meeting or phone call.

5. Social Media & Public Forums

We expect concerns or complaints are raised directly with the school rather than on social media or local forums. This allows us to respond fairly and appropriately and demonstrates a willingness from the family to work with us. We will not respond to issues raised on social media.

6. Unreasonable or Excessive Communication

In line with our Concerns & Complaints Policy, if communication becomes unreasonable—for example:
Repeated, excessive emails about the same issue,
Aggressive, offensive or disrespectful messages,
Demands for responses outside working hours etc

The school reserves the right to:
Limit communication to a single point of contact,
Set boundaries on how and when communication takes place,
Refer the matter to formal procedures