

COMMUNICATION

PARENT/CARER CODE OF CONDUCT

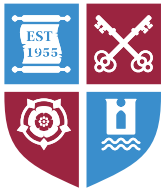
At Warblington School, we believe in fostering a positive and respectful partnership between parents and staff. This Code of Conduct outlines the expectations for communication and interaction to ensure a supportive and collaborative environment for our students.

Communication Guidelines

- **Respectful Communication:** All communication, whether written or verbal, should be polite and courteous. We value respectful dialogue and expect all parties to engage in a constructive manner.
- **Appropriate Channels:** Please use the designated channels for communication. For urgent matters, contact the school office directly. For non-urgent concerns, email or scheduled meetings are preferred.
- **Digital Etiquette:** When communicating via email or social media, please maintain a professional tone. Avoid using inflammatory language or making accusatory statements.

Meeting Procedures

- **Scheduling Meetings:** Meetings will be arranged when appropriate and necessary in the school's view. The school will decide who is best placed to discuss the matter with you. Please request meetings with specific members of staff rather than demanding them.
- **Urgent Matters:** Child Protection concerns or those relating to safety will be dealt with swiftly. In other cases, appointments to see members of staff will need to be made further in advance. This is because school staff are busy and unlikely to be available straightaway. Please do not come into school reception in the hope that a forceful demand will mean you can circumvent an appointment.



Complaint Handling

- **Expressing Concerns:** When expressing concerns or making a complaint, 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. Concerns should be limited to the current situation and not draw on past events or those which have been dealt with previously.
- **Procedure:** Concerns and complaints should be taken up with 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 that case, it should be addressed to their curriculum leader or Assistant Headteacher. In line with the complaints policy, the Headteacher should not be involved immediately and will only become involved when the correct procedure has been followed. This is to ensure a suitably neutral review of your concern, if necessary, at a later stage.
- **Information:** Your assumption should be that you have one version of the matter which is a concern, rather than concluding you have the totality of the information. Your complaint reflects the information you have currently received.
- **Representation:** You will represent your own views and should not seek to present yourself as a spokesperson for others.
- **Resolution:** All complaints are taken seriously and dealt with in a timely manner. We will work to resolve them. Threatening staff with the press, local authority or Ofsted is not a means to fast-forward your complaint.
- **Persistent Contact:** For complainants who excessively contact Warblington School causing a significant level of disruption, we may specify methods of communication and limit the number of contacts in a communication plan. This will usually be reviewed after 6 months.

Consequences of Non-Compliance

Please note any concerns and complaints which are received and do not comply with our expectations indicated above will be unattended until the communications meet the expectations outlined above. Parents who breach these terms will be subject to restricted access to staff.

Reviewed by:	Headteacher	Date: September 2025
Approved by:	Full Governing Body	Date: September 2025
Next review	September 2028	