Winnall Primary School

Parent Code of Conduct

Ratified by FGB Committee: July 2026

Review due: July 2027

We believe it is important to create a safe, respectful and inclusive environment for pupils, staff and parents in our school. We encourage clear, open communication links with parents as we believe it has a positive impact on pupils' learning. It provides parents with the information they need to support their child's education and helps to build a partnership between home and school. Such communication can be entirely positive and practical for example to seek information, ask a question, clear up a misunderstanding or to draw attention to a matter. Sometimes there is a need to resolve an issue or misunderstanding.

We use the term 'parents' in this policy to refer to:

- Anyone with parental responsibility for a pupil
- Anyone caring for a child (such as grandparents or child-minders)

The term member of staff as referred to in this policy includes:

- Anyone employed by the school
- Anyone training in a professional capacity at the school
- Governors (when acting in this capacity)
- Volunteers at the school (when acting in this capacity)
- Anyone employed through an external agency, who are acting in a professional capacity on the school site

This communication policy aims to set out the methods of communication available to parents for contacting the school and our expectations from parents when visiting our school or communicating with staff at our school.

We acknowledge that sometimes there can be situations that can be emotional and challenging for parents and staff to work through. Nonetheless, we expect all our community to show mutual respect. We have clear expectations and guidelines on behaviour for all members of our community. This includes staff (through the Staff Code of Conduct), governors (through the governor code of conduct) and pupils (through our PSHE and Behaviour Policy). We also expect parents to engage constructively with school staff and to work together with them in the best interests of our children.

We will only communicate with parents in respect of their own child at the school. Requests to raise a concern on behalf of another parent will be declined, as will be requests for information on another child. Should any correspondence be received from legal advisers then this will be shared with the school's legal advisers.

Communication with the school.
In the case of communications with the school that are not raising a formal complaint, the following guidance will apply:

Meetings
Face-to-face conversations are generally the best way of communicating with the school at drop off or pick up for quick, short messages.

When a member of staff is not able to speak to you immediately face-to-face due to school commitments, or a longer conversation is deemed necessary or appropriate, then a request for an appointment can be made to discuss the matter either in person or by telephone (01962 853889), at a later date.

Outside of teaching hours, all staff have additional duties which they perform either before school, during break/lunch or after school so availability of staff outside of teaching hours should not be assumed.

Should a meeting be requested, the decision of which staff member will attend will rest with the Headteacher.

Email
Parents are welcome to email the school using the office email (adminoffice@winnall.hants.sch.uk) about non-urgent issues in the first instance.

Emails will be most helpful if they are concise, explaining concerns in a clear way. Lengthy and overly detailed accounts can make it more difficult to understand what is being explained and to respond in a timely or clear way.

The school will aim to respond within 5 working days. If a response is unable to be provided within this timeline, which can be to ensure a full and considered response, then a revised timeline will be provided and communicated. We ask that parents await a response from the school and that further emails are not sent pending that response, unless the new deadline has passed.

Phone calls
If a query or concern is time sensitive and urgent, the parent should call the school office (01962 853889), who will liaise as necessary at the earliest opportunity. In most circumstances, teaching and leadership staff are unlikely to be available to receive calls due to teaching and other commitments.

If the query or concern is not time sensitive and urgent, then parents should email or call the school office and the relevant member of staff will aim to contact them within 5 working days. If this is not possible (due to teaching or other commitments), someone will respond to schedule a phone call at a convenient time.

For general enquiries, please call (01962 853889) or email the school office (adminoffice@winnall.hants.sch.uk).

Communication during school hours/ working days

Staff will aim to respond to communication during core school hours (8:30am – 4:30pm), or their working hours (if they work part-time).

Parents should not expect staff to respond to their communication outside of core school hours (8:30am – 4:30pm), or during school holidays.

Staff may choose to work around other responsibilities and commitments and respond outside of these hours, but they are not expected to do so.

This policy is to be read inline with Unacceptable Actions by Parents and Carers and Customers Policy and the Zero Tolerance Statement