

MOON'S MOAT NURSERY & FIRST SCHOOL



PARENTAL CONDUCT & COMMUNICATION POLICY

Moon's Moat Nursery & First School is committed to safeguarding and promoting the welfare of children and young people – all staff and volunteers share this commitment. We trust parents also share this commitment.

- School prides itself on being an open and friendly environment whereby parents are encouraged to share any concerns or issues they may have at the earliest opportunity with the class teacher.
- Most concerns or complaints can be resolved through successful communication with staff and parents through informal discussions or meetings.
- Parents may also request a meeting with either the Headteacher, Deputy Head or Assistant Head verbally or in writing.
- For more serious complaints or issues concerning home or family life, parents can make a formal request for a meeting by appointment arranged by the school office or in writing. Where appropriate, a written response or telephone call will follow in due course.
- Should there be cause for a serious complaint there is a formal procedure to follow. Please look on our website for our Complaints Policy.
- Communication or reference to an individual person, school policy or an event occurring in school time through any form of social media should be avoided and will be disregarded with **no acknowledgement or response (i.e. tick – 'like') permitted by a member of staff or Governors.** Communication should always be through the correct channel as covered above. **Please note should detrimental comments regarding the school or school staff be posted on social media networking sites it could result in a criminal prosecution.**
- Abusive language including; shouting / swearing, either in person or over the telephone; speaking in an aggressive/threatening tone; racist or sexist comments towards any member of staff or another individual on school property will not be tolerated.
- Physical aggression including: being physically intimidating; use of aggressive/rude hand gestures; physical threats and contact by pushing / hitting/ kicking/spitting towards any member of staff or another individual on school property will not be tolerated.
- Parents should never approach someone else's child to reprimand them following an alleged incident in school. Staff should be informed and the correct procedures followed. Parents should also not confront each other about issues on school grounds.
- The school reserves the right to refer any breach to the correct authorities without reference to the offending individual and may result in suspension of access on to school property. Parents will then have to provide alternative arrangements for their children to be in school.
- Due regard to the professional standards members of staff are required to follow should be recognised by all parents. We expect parents, staff and Governors to help maintain a friendly but professional environment within the school whereby all staff, children and parents can feel safe and happy.