



Stanley St Andrew's Church of England Primary School

Building Strong Communication with Parents and Grandparents

Code of Conduct

Happiness – Peace – Truth – Respect – Teamwork – Dedication – Trust - Love

Happiness: “The Lord is my strength and shield. I trust him with all my heart. He helps me and my heart is filled with joy. I burst out in songs of thanksgiving” (Psalm 28:7)

Peace: “Blessed are the peacemakers, for they shall be called sons of God” (Matthew 5:9)

Truth: “If we claim to be without sin, we deceive ourselves and the truth is not in us” (John 1:8)

Respect: “Treat others as you want to be treated” (Luke 6:31)

Teamwork: “If either of them fall down one can help the other up. But pity anyone who falls and has no one to help them up” (Ecclesiastes 4:10)

Dedication: “So I have also dedicated him to the LORD, as long as he lives he is dedicated to the LORD” (Samuel 1:28)

Trust: “Those who know your name trust In you, for you, LORD, have never forsaken those who seek you” (Psalms 9:10)

Love: “Do everything with love” (Corinthians 16:14)

These are our school's Christian Values and as the Governing Body of St. Andrew's Church of England Primary School, we seek to ensure that there is an aspiration to uphold and embed them in all aspects of school life. Therefore, we have written and published this code of conduct to clarify how home-school communication can be successfully managed. In doing so we hope that all adults in our school community can work together to support our children as they grow, develop and flourish.

We believe that parents and grandparents should feel welcomed and respected in their discussions with school about their child's educational progress and wellbeing.

We uphold the right of staff to work in an environment of respect, free of abuse, harassment and threats.

This code of conduct sets out how communication will be managed to make sure that it remains productive.

Our Commitment as a School

As a Governing Body, we acknowledge that the primary responsibility for any member of staff is to teach and care for the pupils under their supervision. Home-school communication must be seen within this context.

We will:

Teamwork

- Ensure that there is regular, proactive communication about your child's achievement, progress and wellbeing.

Trust

- Respond to emails, phone calls or meeting requests within the time frame established by school policy of **3 working days** (between 8am and 5pm)-if such a response is required. This period may be longer in the event of staff absence.
- Messages to the Headteacher will be replied to within **7 working days**.
- If there is an urgent matter, or regarding illness and absence, please contact the office. The school administrator will handle the call and if necessary, ask an appropriate member of staff to deal with the issue as soon as possible.

Respect

- Display polite, professional conduct at all times.

Our Expectations of Parents, Grandparents and Carers

Dedication, Respect and Trust

As a Governing Body we value the decision and commitment you have made in choosing St. Andrews Church of England Primary School as the establishment within which your child is educated and cared for. We aim to ensure that this commitment is respected at all times.

You will:

Trust, Teamwork

- Make use of available public channels in place, such as the school website or Parent Hub, for keeping up to date with routine information, before contacting school.
- Request a meeting to discuss confidential matters, so that conversations do not happen in public spaces.
- If an enquiry regarding Safeguarding is outside the school day, please refer to the links on the school website, which will direct you to Call Derbyshire.

Respect

- Ensure that communication with the school, whether in person, email or telephone is polite, respectful, and non-threatening.
- Outline the subject of any enquiry, to make sure that it is directed to the right person.
- Direct general enquiries, regarding attendance or health issues, to the office email address, or specific enquiries about your child or grandchild to their **class email address**.
- Ensure emails are brief and clear.

Teamwork

- Refrain from sending multiple emails/making multiple phone calls about the same enquiry.

Trust, Respect

- Understand that a member of staff may take time to formulate a well-informed response and may judge that a meeting is the best way to manage the enquiry.

Peace

- Understand that staff are entitled to personal space and may not access/respond to enquiries outside the school day.

Our Commitment as a Governing Body

Happiness, Peace, Truth, Respect, Teamwork, Dedication, Trust, Love

We will:

- Seek to ensure that all communications between home and school are conducted in a positive manner.
- Either collectively or individually, work in line with school and DCC agreed policies including, but not exclusively: Child Protection and Safeguarding Policy, Behavior Policy, Complaints Procedure including Managing Serial and Unreasonable Complaints, Attendance Policy, Online Safety Policy and Anti Bullying Policy.
- Prohibit the recording of meetings, either virtually or in person, without the express permission of all people involved.
- Direct staff to cease any meeting/call which is not conducted in a respectful manner.

Signed: *E. Jackson* (on behalf of the Governing Body)