



**Rotherfield**  
Primary School

### **Policy on working with parents**

At Newington Green and Rotherfield Primary Schools our staff are committed to providing a high quality education to your child, and constantly improving their learning.

We aim to work harmoniously with parents/carers in the best interests of their children and to deal with any issues that may arise in a prompt and professional manner.

Parents have a right to expect the best for their children and they have a right to express their concerns but, at the same time, teachers and pupils must be allowed to work and learn in a safe and secure environment.

In 2021 one of our staff main concerns was how they can interact positively with parents to support their children's learning. There has been a recent rise in incidents of poor parent conduct which have negatively affected this relationship.

Parents are encouraged to liaise with the class teacher initially, outside teaching hours at a time mutually agreed. The next step would be to arrange a meeting with the relevant Assistant Head which can be arranged by calling the school office.

Parents have the right to expect the school to acknowledge any concerns they have raised within two school days and wherever possible resolved in that time. Where it is not possible to resolve concerns at an early stage, parents will be advised how to follow the school's complaints policy and procedures.

Parents who have complaints regarding pupils or parents will address their concerns directly with the school.

Raised voices, aggression, swearing, intimidation or threatening behaviour towards staff, pupils or other parents will result in immediate termination of the meeting/or in removal from the premises. In serious cases the police may be called.

In the event of raised voices, aggression, swearing, intimidation or threatening behaviour towards staff, other parents, or children on the school site, parents will have permission withdrawn for them to enter the school site from the following day.

The Executive Head will write to the parent imposing a period of withdrawal from the school site. It will range in length depending on the seriousness of the behaviour. Parents will be informed in the letter of their right to appeal the ban through writing to the Chair of Governors.

In cases of minor breaches, a warning letter may be issued at the Head of Schools discretion.

Exemplar letter:

*I have reviewed evidence relating to an incident on X at X Primary School about your conduct on the school site.*

*Having reviewed the evidence we are satisfied that your conduct breached the Schools Working with Parents Policy.*

*(Describe the incident)*

*I must inform you that the Governing Board will not tolerate conduct of this nature on its premises and will act to defend its staff and pupils. On the advice of the Head of School I am therefore instructing that until X you are **not** to reappear on the premises of the School. If you do not comply with this instruction I shall arrange for you to be removed from the premises and prosecuted under Section 547 of the Education Act 1996. If convicted under this section, you are liable to a fine of up to £500.*

*For the duration of this decision you must make arrangements for your partner or others who you make known to the school to collect and drop off your children. However, you must not enter the school premises without the express permission of the Head of School to attend an appointment that has been agreed in advance with the Head of School.*

*The withdrawal of permission for you to enter the school premises takes effect straightaway. However, I still need to decide whether it is appropriate to confirm this decision and before I do so I wish to give you an opportunity to give me in writing any comments or observations of your own in relation to the report which I have received from the Head of School. These comments may include any expressions of regret on your part and any assurances you are prepared to give about your future good conduct. To enable a decision to be made on this matter at an early point, you are asked to send me any written comments you wish to make by X.*

*If on receipt of your comments I consider that my decision should be confirmed, you will be supplied with details of how to pursue a review of the circumstances of your case.*

*Yours truly,*

*Abi Misselbrook-Lovejoy*

*Executive Headteacher*

<b>Policy</b>	<b>Lead drafter</b>	<b>Date of review by Governors</b>
Working with Parents	Abi Misselbrook-Lovejoy	April 2024