



Preston Candover CE Primary School

Code of conduct for communication/contact with us

This document should be read in conjunction with the complaints policy, which is available on our website.

We consider a close partnership with parents and carers to be essential for the well being of the children. Our aim is always to resolve any issues or concerns that parents or carers may have as quickly and efficiently as possible. In order for us to do so, and to safeguard the wellbeing of our staff and pupils, it is important that parents and carers respect the following:

1. Staff should not be approached regarding school matters when they are not at work to comment on issues or complaints that are presented out of school.
2. Concerns should be addressed to the class teacher or person who was most heavily involved in the incident, unless it is of a personal nature to do with that staff member, in which case it should be addressed to the Headteacher. In line with the complaints policy, the Headteacher would not be involved immediately. The Headteacher should only become involved when the correct procedure has been followed, in order to allow a suitably neutral review of your concern if this is necessary. It is important that the appropriate members of staff have been contacted first.
3. The tone should be courteous at all times.
4. Each complainant will represent their own views and should not seek to present themselves as self-appointed spokesperson for others. Complainants should not use social media/email/texts to influence others.
5. We aim to deal with all complaints seriously and work to resolve them; please do not threaten the school with the governors, Local Authority, DfE or Ofsted as a means to fast-forward your complaint.
6. Concerns about child protection will be dealt with immediately. Please contact the school DSLs, Mrs Taylor and Mrs Otway.

We thank you for your support.