



Wycliffe CE Primary School
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Tuesday 20 September 2016

Dear Parents and Carers

Please find below the school's new 'Positive Communication Policy'. Whilst we appreciate that the vast majority of parents are extremely supportive of the school and treat other parents, children and staff with the upmost respect and kindness there have been a number of incidents recently where this level of consideration for others has not been shown. Our staff work extremely hard on a daily basis to deliver an effective, compassionate and responsive educational service at pupil, classroom and managerial level. This policy has been produced in line with the local authority and School Governors' statutory obligation to ensure the provision of a safe and secure environment for all school staff and learners. Many schools have taken 'hard line' approaches towards these issues but we have chosen to call this a 'positive' policy to reflect the strong ethos of close home-school links and approachability that we believe is central to the continuing success of our school.

Positive Communication Policy

At Wycliffe CE Primary School we believe maintaining positive communication between parents and school to be absolutely vital to the well-being and progress of our learners and to the smooth running of our school. Where parents/carers and school work together successfully, the outcome is always more positive for everyone concerned. This policy is intended to clarify our procedures regarding parent-school communication and to protect our staff, should these procedures not be followed.

Home-School Communication:

Planner

All children have a planner which should be used to communicate any messages. These will be checked on a regular basis but please ask your child to tell a member of staff if there is an urgent message in their planner so that this can be addressed at the earliest possible opportunity. Messages may also be communicated by school staff in this way so please check your child's planner on a regular basis.

In person

Quick messages which concern your child's immediate welfare for that day should be communicated to the staff collecting them from the playground in the morning. Please do not attempt to have lengthy or complex conversations at this time as the staff's primary focus should be on ensuring a smooth start for the children at this time of day. Similarly, informal conversations can take place at pick-up time but, as staff are required to attend after school meetings, more involved issues should not be discussed at this time.

Make an appointment

If you have any concern about your child or any issue you wish to discuss please make an appointment to meet with the appropriate staff member via the office. An appointment will be made as soon as possible to suit parents and staff schedules. Please give the office an idea of what your query concerns, so that staff meeting with you can have any appropriate resources/information ready.

Email

If your issue is a simple enquiry, please send an email to office@wycliffe.bradford.sch.uk your message will be acknowledged as quickly as possible, and forwarded to the appropriate member of staff.

Headteacher: Miss R J Newman
Working Together for Excellence

Making a Complaint

The Class Teacher should always be your first point of contact, however if you feel an issue is still unresolved please ask the office to make an appointment with a member of our Senior Leadership Team. They will meet with you alongside the class teacher to discuss your concern and decide upon a positive way forward.

Still dissatisfied?

If you still feel your issue is unresolved then you have the right to make an official complaint. Please contact the office for a form and your complaint will be processed in the appropriate manner. Official complaints should be used only when communication has completely failed and outside intervention is clearly needed to resolve the situation.

Communication with school

Keeping it Positive

All communications with school should be carried out in an appropriately respectful manner. Whilst we absolutely appreciate that the welfare/education of your children is, for many, a highly emotive issue we must ask that you consider our staff, children who may be listening and other parents when raising issues which may prove to be controversial, particularly in the playground and front entrance. Below is a list of behaviours which are unacceptable on school premises, and the consequences that will follow should these behaviours occur.

Behaviours not acceptable on school premises:
Aggressive, accusing, intimidating or threatening behaviour towards staff
Personal remarks relating to children, staff or parents
Malicious allegations relating to other children, staff or parents
Offensive language including swearing
Inciting hatred and hostility towards others
Sexist or Racist remarks
Consequences:
An informal warning will be given to the parent, outlining why the behaviour was unacceptable and reminding them of the correct procedure.
If the behaviour continues the parent will receive a formal letter outlining the consequences should the behaviour persist and again reminding them of the correct procedure and setting further boundaries should these be required.
If the behaviour still continues the parent will receive a further formal letter stating what action needs to be taken within a given time period. Actions could include barring a parent from the playground or even referral to the police should there be a legal case to answer. There are no rights of appeal in this instance.

The principle for all home-school communication at Wycliffe is one of mutual respect. Parents are asked to note that the behaviours outlined above as not acceptable on school premises, are equally unacceptable in all other forms of communication with school, for example, phone, email, letter or official complaint forms. This positive approach is, we believe, the best way to move forward, and to secure the best possible outcome for your children.

Parents should be reassured that their child's welfare will remain paramount throughout any dispute with a parent. Whilst the Head Teacher has a statutory responsibility to protect her staff and ensure that the school premises are safe at all times, she will also ensure that your children's care or education will not be affected by any ongoing dispute or complaints procedure.

Thank you for taking the time to read this policy, we do hope that you appreciate that this has been put in place to ensure the safety and well-being of our children, parents and staff and to provide a clear framework for a positive way to address any concerns.

Yours faithfully

Governing Body of Wycliffe CE School

September 2016

Headteacher: Miss R J Newman

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