



Code of Conduct for Parental Communication with the Perins MAT

At the Perins MAT we wish to maintain excellent relations with our parent community whilst ensuring a safe working environment for our staff. We offer respect to our student and parent communities and ask that they do the same.

In dealing with school staff:

- Please contact us if you have a question, concern, query or complaint. We want to know if you feel unhappy about a situation or incident; we are keen to resolve these as quickly as possible.
- Tell us what you understand has happened and how this has made you or your child feel.
- Recognise that there could be different sides to a story or additional information that needs to be understood before you have a complete picture of what has happened. In other words, approach incidents “seeking first to understand before seeking to be understood.”
- Please address concerns to school staff at school during the working week and not during evenings or at weekends. Emails sent outside of working times will receive a standard automatic response and will be dealt with within 48 hours of the staff member’s next working day.
- Allow up to 2 working days for a reply. A same day response may well not be possible and should not be expected. Safeguarding and child protection issues will be prioritised.
- Please address staff politely and courteously both verbally and when writing.
- Please go straight to Reception/School Office on arrival on the school site.
- Please make an appointment if you’d like to see someone as staff may be teaching.
- Please refrain from using sarcasm or aggressive words and phrases to try to make staff feel guilty, ashamed, or stupid e.g., appalling, pathetic, disgraceful, ridiculous, disgusting.
- Please avoid using legal terms inappropriately or outside their correct legal context e.g., harassment, negligence, discrimination.
- We will not tolerate intimidation of our staff. This may include aggressive hand gestures, swearing or threats to involve Ofsted, the press, the Department for Education, police, governors, solicitors, or the local authority.
- Please refrain from making complaints personal by calling into question staff’s motives, competency, professionalism, integrity, or honesty.
- Please don’t post derogatory comments online about staff: the Perins MAT will take legal and police advice if comments amount to defamation or cyber-bullying.
- Please don’t demand to speak to the Headteacher. By not getting involved immediately, he/she can review your concern objectively if you feel school staff have not handled it appropriately.

Please be aware that...

1. The Perins MAT may return unanswered any correspondence that doesn’t conform to these expectations with a request for it to be amended and re-sent before it is answered.
2. Staff may similarly cease phone calls and meetings for the same reasons.
3. The Perins MAT reserves the right not to engage with anonymous phone calls.
4. The Perins MAT may restrict access to MAT sites and/or to the staff (including by email) for those who seriously or persistently breach the code of conduct.