

Parent and Carer Code of Conduct

The Cowplain School staff are here to help and always aim to demonstrate the highest possible standards of personal and professional conduct and behaviour, acting with honesty and integrity. Our staff are committed to providing the best support they can, working positively and proactively with parents. In working with us, please ensure all communication, whether written or verbal, in person or at distance, is polite and courteous. School staff will not continue conversations, discussions or meetings if they feel intimidated, threatened or are abused.

This document is designed to foster a strong partnership between parents and the school, ensuring that we are all aligned on the values, responsibilities, and conduct that contribute to the success and well-being of our students. Should you need to contact us to ask a question or raise a concern, please be aware of our guidelines and expectations for parent-school interactions.

- Meetings will be arranged when appropriate and necessary in the school's view. The school will decide who is best placed to discuss the matter with you. If there is an issue with the person or persons allocated, please let us know with your reasons and we will try to take these wishes into account where appropriate.
- Child Protection concerns or those relating to safety will be dealt with swiftly. In other cases, appointments to see members of staff will need to be made further in advance. This is because school staff are busy and unlikely to be available straight away. Please do not come into school Reception in the hope that a forceful demand will mean you can have an immediate appointment.
- Inflammatory comments or statements should be avoided. If expressing concerns the tone should be courteous at all times. Emotive and accusatory words, use of capitals or defamatory statements should not be included. Concerns should be limited to the current situation and, unless relevant, not draw on past events which have been dealt with previously.
- Concerns should be taken up with the person who was most heavily involved in the incident, unless it is of a personal nature to do with that staff member. In that case it should be addressed to their Head of Department, your child's Head of Year, or our Head of School. If you do not know who to address your concern to, please email office@cowplainschool.co.uk and we will ensure it reaches the correct person. In line with our Complaints Procedure, the Principal should not be involved immediately and will only become involved when the correct procedure has been followed. This is to ensure a suitably neutral review of your concern, if necessary, at a later stage.
- Your assumption should be that you have one version of the matter which is a concern, rather than concluding you have the totality of the information. Your concern reflects the information you have currently received.
- You will represent your own views and should not seek to present yourself as a spokesperson for others.
- All concerns are taken seriously and dealt with in a timely manner. We aim to respond to you within 3 school days. Threatening staff with the Press, Local Authority or Ofsted will not affect the way that the issue is dealt with.

Please note any concerns or complaints which are received and do not comply with our expectations indicated above will be rejected until the expectations are met. If this is the case you will be informed and asked to re-submit your concern. Parents who breach these terms will be subject to restricted access to staff. These standards apply to written and verbal communication. We have a Complaints Procedure for use if you are dissatisfied with how the school has dealt with any issue or concern, this can be found on our website. Our staff are committed to providing the best support they can, working positively and proactively with parents.