



The Clere School

Code of Conduct for Contacting our School

This document should be read in conjunction with the complaints policy and the escalations process. The standards below apply to all forms of communication in the school.

Our aim is always to resolve any issues or concerns that parents or carers may have as quickly and efficiently as possible. For us to do so, and to safeguard the wellbeing of our staff, it is important that parents and carers comply with the following standards when contacting the school. It is recognised that nearly all our parents already comply with these standards and we thank you for your support with this.

1. Staff should not be approached when they are not at work. Parents should always contact staff whilst in school, using the official channels. Staff have been instructed not to comment on complaints or other inquiries that are presented out of school.
2. Complaints or concerns should be addressed to the person who was most involved in the incident, unless it is of a very personal nature to do with that staff member, in which case it should be addressed to their curriculum leader or immediate line manager. In line with the complaints policy, the Headteacher should not be involved immediately. The Headteacher should only become involved when the correct procedure has been followed, to allow a suitably neutral review of your concern if this is necessary. It is important that only the most serious concerns are escalated to the Headteacher, to maintain capacity and objectivity, and only when the appropriate members of staff have been contacted first. Correspondence to which the Headteacher is copied in will not usually be responded to by the Headteacher. Initial inquiries that come to the Headteacher will usually be delegated to the person in the organisation that is best placed to resolve the issue. To minimise unnecessary email traffic, the Headteacher will not respond individually to such inquiries. If, however, a parent does not receive a response from a member of staff within the time specified on the communication and escalations process, they should escalate the inquiry to the next person in the chain. More information can be found on the communication and escalations process document.
3. Inflammatory comments or statements should be avoided, and the tone should always be courteous – emotive and accusatory words such as ‘disgusting’, use of capitals or defamatory statements should not be included. Swearing, offensive language or offensive content will not be tolerated. The inquiry should reflect the information you have currently received; please remember that you have one version of the information that has caused your concern and therefore your information is incomplete and further investigation will be needed.
4. Each person should represent their own views and should not seek to present themselves as self-appointed spokesperson for others.
5. We aim to take all complaints and other inquiries seriously and work hard to resolve them; please do not threaten with the governors, LA, DfE or Ofsted as this will not fast-track your complaint.





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6. Meetings will always be arranged where and when it is deemed necessary. Concerns around safety or child protection will be dealt with immediately, otherwise an appointment will need to be made in advance to be seen by a staff member. Staff are not able to see parents who turn up without an appointment as they have other commitments, may be teaching, and will not have the information to hand that may be required to help you. The best way to ensure that you are not inconvenienced is to make an appointment.
7. Telephone calls and face to face communication should meet the standards above. You should communicate in a calm manner and be reassured that staff will want to do their best to resolve any issues. Staff have been instructed to terminate telephone calls where callers are abusive. They will end meetings where other participants are behaving in a rude or aggressive manner. In serious cases, we may involve the police.
8. Any concerns, inquiries and complaints received that do not comply with our expectations will be returned unattended until the communications meet the expectations outlined above. Parents and carers who breach the terms will be subject to restricted access to staff.

Covid addendum

During the pandemic we are unable to welcome visitors to school unless necessary. Our preference will be to conduct meetings via Teams or telephone to help us to keep everyone safe. The principles above also apply to virtual meetings.

