

All the staff at Hemingford Grey Primary School work hard to maintain good working relationships with parents and treat everyone with courtesy and respect.

There are, however, occasions when a parent may have concerns about their child's education or about something that has happened in school. It is important that any concerns are raised in an appropriate manner treating the school staff with the same courtesy and respect that they will give to you.

How to raise a concern with the school

1. Ask to speak to your child's teacher and raise the issue with them.
2. If this does not resolve the issue, make an appointment to speak to the Phase Leader: Miss Whatnell for Reception, Miss Perry for years 1 & 2, Miss Symons or Miss Honey for years 3 & 4 or Mrs Read for years 5 & 6.
3. If you still do not feel the issue has been resolved then arrange to see the Headteacher, Mrs Gaynor or the Deputy Headteacher, Mrs Jermy.
4. If you feel that attempts to resolve an issue informally have failed then you can make a formal complaint by putting your complaint in writing addressed to the Headteacher and making it clear that you are raising a formal complaint. The procedure and suggested proforma for a complaint can be found on the school website.

What we expect from you

1. To raise concerns in the appropriate way (as above) and not use public forums, such as social media, to complain about the school or its staff. Please see the point below regarding the inappropriate use of social media.
2. To treat all the school staff with courtesy and respect.
3. To respect the needs and well-being of pupils and staff within the School
4. Never to use violence, threats of violence, abuse and aggression towards people or property.
5. To recognise the time constraints under which members of staff in schools work and allow the school a reasonable time to respond to any concerns you raise.
6. To recognise that resolving a specific problem can sometimes take some time.

Inappropriate behaviour including the use of social media

The school works hard to encourage staff and parents to work together as role models for the children and we consider the use of social media for the purpose of making complaints or derogatory remarks about the school or members of staff to be completely unacceptable. We find equally unacceptable any behaviour which is meant to intimidate or harass staff personally. In all cases, the school will take steps to counter any such behaviour and remove any post which it considers inappropriate and will take the following action as a result of any derogatory, offensive or inaccurate comments or actions being brought to our attention:

- If the comments/post relate to school procedures and practice, a meeting will be requested by the Headteacher or Deputy Headteacher to discuss the comments, the reasons for them and what prior action the parent/carer has taken in line with the protocol outlined above.
- Where the comments/post contain personal, derogatory comments about a member of staff, the person making the post will be instructed to take the post down immediately. A

meeting with the Head or Deputy Headteacher and the Chair or Vice Chair of Governors will be requested to clarify subsequent actions the school will take if the comments/posts continue and are not removed. These actions may include the following:

- Banning the parent/carer from the school site
- The school publically defending itself and the staff and this may include naming the person who has made the comments/post
- Legal action against the person making the comments/post
- Any actions or comments which threaten physical harm will immediately be referred to the police.

Please note that once a post has been made on social media, irrespective of whether this is made on a public or private forum, you are accountable for your words even if you believe your account to be secure. The school has no obligation to disclose the source of its information and the post will be deemed to be in the public domain.

The occasions on which this protocol has been called upon are extremely rare. We attribute this to strong working and professional relationships between the staff, governors and parent body. We trust that all parents recognise the need to model appropriate behaviours to the children in our care and raise concerns and issues in an appropriate manner so that we can continue to work together to provide the best possible learning experiences for our children.