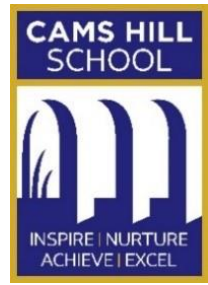


# CAMS HILL SCHOOL PARENT/CARER CODE OF CONDUCT



**Non-Statutory**

Last Reviewed: 16 February 2022

Review Period: Annually

Ratified by Governors: n/a

Next Review Date: 16 February 2023

## Initial Parent/Carer Concerns: Code of Conduct

1. Concerns should be addressed to the person who was most heavily 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 Course Leader. A full staff list is available on the school's website.
2. In line with the Complaints Policy and Procedures, the Headteacher should not be involved immediately and should only become involved when the correct procedure has been followed, in order to allow a suitably neutral review of your concern if necessary.
3. Inflammatory comments or statements should be avoided and the tone should be courteous and respectful at all times. Emotive and accusatory words such as 'disgusting', use of capitals or defamatory statements should not be included.
4. The concern you are raising should reflect the information you have currently received; the 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. You should be seeking to ascertain further information from the school direct.
5. Each concerned parent/carers will represent their own views and should not seek to present themselves as a self-appointed spokesperson for others.
6. We aim to deal with all concerns seriously and work swiftly to resolve them. There is no need to threaten the school with the Governing Board, LA or Ofsted as a means to fast-forward your concern.
7. Meetings will be arranged where and when it is deemed necessary. Concerns around safety or child protection will be dealt with immediately otherwise appointments will need to be made in advance to be seen by a member of staff. Parents or carers who arrive on school site demanding to see a member of staff will be asked to book an appointment and come back at this time.
8. Any concerns and complaints which are received which do not comply with our expectations will be returned unattended until the communications meet the expectations outlined above. Parents/carers who breach the terms will be subject to restricted access to staff.

These standards apply to written and verbal concerns/complaints.