

MAPLE PRIMARY SCHOOL

MEETINGS BETWEEN PARENTS / CARERS AND SCHOOL STAFF - STATEMENT

Maple Primary School welcomes open communication with parents and carers, whereby they are welcome to see teachers when possible either shortly before or just after the school day.

Where a parent/carer has a query or concern that may require more than a few minutes of the teacher's time, then they are encouraged to book a meeting, via the school office. It is helpful, when booking a meeting, to give some information as to what the meeting relates to.

The same principle applies to meetings with the Head Teacher. The Head is often out in the playground at the beginning and end of the school day and minor queries can usually be addressed then. For more complex matters, including those of a confidential nature, an appointment should be made via the school office. If the matter is urgent, then the Head (or Deputy / Assistant Head in the Head's absence) will aim to meet with the parent/carer as soon as possible. Please note, however, that in some circumstances it is not possible to meet on the same day, due to the work commitments and availability of the Head / Deputy and Assistant Head.

Parents/carers are kindly requested to note the following points in relation to meetings:

- * When a parent meets with a teacher, either before or during the meeting the teacher can request that a member of the school's management team be present at the meeting. If this is the case, the meeting may have to be rearranged for a later time/date.
- * When a parent/carer requests a meeting with the Head / Deputy / Assistant Head, the managers may request that the parent/carers provide them with an Agenda, at least 24 hours before the meeting is due to take place, to enable them to prepare for the meeting. If the parent/carer does not provide an Agenda as requested, then the meeting may be deferred until an agenda is received.
- * The Head / Deputy / Assistant Head may at any time stop a meeting to request that notes are taken. If this occurs, then the meeting may have to be rescheduled to a later date, depending on the availability of office staff.
- * When it is considered appropriate to do so, the Head / Deputy / Assistant Head may only agree to meet with parents with another senior member of staff present and when notes of the meeting can be taken. This may also be as a result of a recommendation from representatives of the school's Governing Body. As a result of staff availability and workload, such meetings may have to be booked a week or more in advance.

- * If notes are taken at a meeting, they will cover the salient points of the meeting, the main features of any concern / complaint and what outcome the parents are seeking. They will not be a verbatim record of the meeting. Recording of a meeting via any other means is not permitted.
- * Parents/carers may be accompanied when attending a meeting - e.g. by a family member, a friend, or a representative from an organisation. However, the Head / Deputy / Assistant Head may, if they consider it appropriate to do so, conduct all conversation with the parent/carer only. The person accompanying the parent/carer may converse with the parent/carer during the meeting to advise/support as required, but they may not be permitted to engage in conversation with the members of staff. If a parent/carer wishes to be accompanied at a meeting, they are required to inform the school managers of this when the meeting is booked, otherwise the meeting may be rescheduled. Should a parent/carer have any special requirements to assist them in communicating with school staff at any meetings, they should advise the school office prior to any meeting.
- * Parents/carers are requested to conduct themselves politely and respectfully at all times.
- * When meeting with school staff, if at any stage school staff have concerns regarding the behaviour of parents/carers then they will take appropriate action, which may include requesting a removal from the school premises.

March 2020