



St Aidan's CE Primary School

Parental Liaison and Communication Policy

Agreed by Governing Board July 2024

Policy will be reviewed by July 2025

Parental Liaison and Communication Policy

1. Purpose

This policy aims to establish clear guidelines for effective and constructive communication between St Aidan's CE Primary School and the parents or guardians of our students. Our goal is to foster an inclusive and collaborative environment that supports the educational and personal development of our students.

2. Scope

This policy applies to all staff members at St Aidan's CE Primary School, including teachers, administrators, and support staff, who interact with the parents or guardians of our students.

3. Principles

Respect: All communications between parents or guardians and members of staff will be conducted in a respectful and professional manner.

Consistency: Information shared will be consistent and aligned with the policies and educational goals of St Aidan's CE Primary School.

Accessibility: Communication methods should be accessible to all parents, taking into account language, technology access, and other potential barriers.

Confidentiality: All communications must respect the privacy and confidentiality of student information, in accordance with applicable laws and regulations.

4. Methods of Communication

- **Open Door Policy:** Parents are welcome to have a quick chat or pass on information when dropping off or collecting children, however longer conversations should be by appointment at a time suitable for all involved.
- **Regular Updates:** Regular updates will be provided to parents through newsletters, emails, or the school's website.
- **Parent-Teacher Meetings:** Scheduled meetings will be held twice per year to discuss student progress and any concerns.
- **Special Notices:** Important information regarding events, changes, or emergencies will be communicated via email, text messages, or phone calls.
- **Feedback Mechanisms:** Parents are encouraged to provide feedback through surveys, suggestion boxes, or designated email addresses.

5. Responsibilities

- **Teachers** are responsible for providing updates on student progress and specific educational matters.
- **Administrative Staff** will manage general communications and coordinate parental meetings and events.
- **The headteacher** will oversee the implementation of this policy and ensure that all staff are trained in effective communication practices.

6. Aggressive or Inappropriate Communication

- Aggressive, disrespectful, or inappropriate communication from any party will not be tolerated. This includes but is not limited to verbal abuse, threats, harassment, or discriminatory language.
- Any instances of aggressive or inappropriate communication will be addressed promptly and may result in disciplinary action, including but not limited to verbal warnings, written warnings, or exclusion from school events or activities.
- Any instances of aggressive or inappropriate communication from parent or guardians, will result in staff ending the conversation immediately and parents being asked to leave the premises. This will also result in parents or guardians being asked not to approach members of staff directly and parents may be asked not to enter school grounds.
- St Aidan's CE Primary School is committed to providing a safe and respectful environment for all members of our community, and we expect parents and staff to uphold these standards in all communications.

7. Social Media Communication

- All interactions between staff and parents on social media platforms should adhere to the same standards of professionalism and respect as in-person and written communications.
- Inappropriate comments, including but not limited to derogatory remarks, personal attacks, or sharing of confidential information, are strictly prohibited.
- Staff members and parents are encouraged to maintain appropriate boundaries and avoid engaging in discussions or interactions on personal social media accounts that may compromise the professional relationship between St Aidan's CE Primary School and its stakeholders.
- Any instances of inappropriate comments or behaviour on social media platforms will be presented to HR representatives from the Local Education Authority and advice will be sought on further action if necessary.

8. Photographing/Recording Staff Outside of School

- Parents are reminded to respect the privacy of St Aidan's CE Primary School staff members outside of school premises.
- Photographing or recording staff members without their consent in public or private settings outside of school activities is prohibited.
- Any concerns or grievances regarding staff members should be addressed through appropriate channels within the school, rather than through unauthorized recording or dissemination of images or videos.
- Violations of this policy may result in disciplinary action, including but not limited to verbal warnings, written warnings, or restrictions on participation in school events or activities.

9. Review and Evaluation

This policy will be reviewed annually by the school administration to ensure its effectiveness and relevance. Adjustments will be made based on feedback from staff and parents.