

Parental code of conduct

- 1) Please contact us if you have a question, concern, query or complaint. We want to know if you feel unhappy about a situation or incident; we are keen to resolve these as quickly as possible. Please email – office@smfr.co.uk or speak to a member of the Leadership team in the morning or after school.
- 2) Please address concerns to school staff at school during the working week and not during evenings or at weekends. Emails sent outside of working times will receive a standard automatic response and will be dealt with within 48 hours of the staff member's next working day.
- 3) Please address staff and other parents politely and courteously both verbally and when writing. Please be mindful of language used on the playground and during school events as children can often hear the conversations parents/ carers at the end of the day whilst they are waiting to collect their child.
- 4) Please refrain from using sarcasm or aggressive words and phrases to try to make staff feel guilty, ashamed - e.g., appalling, pathetic, disgraceful, ridiculous, disgusting.
- 5) Please refrain from making complaints personal by calling into question staff's motives, competency, professionalism, integrity, or honesty.
- 6) Please don't post derogatory comments online about staff: SMFR will take legal and police advice if comments amount to defamation or cyber-bullying.
- 7) Please support the school by following our homework guidelines, attending as many school events as possible and ensuring your child is in school on time and in the correct uniform.
- 8) Allow up to 2 working days for a reply when an email has been sent. A same day response may well not be possible and should not be expected. Safeguarding and child protection issues will be prioritised.
- 9) Recognise that there could be different sides to a story or additional information that needs to be understood before you have a complete picture of what has happened.
- 10) We will not tolerate intimidation of our staff. This may include aggressive hand gestures, swearing or threatening behaviour. We would ask that parents direct any complaints or concerns directly to a member of the Senior Leadership Team or in writing to – office@smfr.co.uk