



Code of Conduct for Parent Communication

At The John of Gaunt School, we value the importance of open, respectful, and positive communication between parents, guardians, and school staff to ensure the best possible outcomes for our students. This Code of Conduct outlines expectations for communication, whether in person, by telephone, or via email, to promote a productive and respectful partnership.

General Principles

Respect and Politeness: All communication must be polite and respectful at all times. Rudeness, aggression, or personal attacks will not be tolerated.

Open and Positive Approach: Collaboration between parents and staff is vital in supporting students. Disagreements may occur but should be addressed calmly, constructively, and respectfully to ensure solutions are found in the best interests of the students.

Fact-Based Discussions: Information shared in communication should be based on fact, not assumptions, hearsay, or gossip, as these may lead to misunderstandings.

Balanced Judgement: Parents/guardians are encouraged to keep an open mind when raising concerns and reserve judgment until the school has had a reasonable opportunity to investigate facts or perspectives offered from all parties involved and respond.

Professional Discretion: Some information held by the school is restricted, by law, under General Data Protection Regulation and aspects of school operations are also defined by law or fall under the professional discretion of the Head Teacher. As such, the school will not be able to provide certain details requested and not all decisions are open for negotiation.

Please note school staff teach and have additional commitments throughout the day. Therefore, wherever possible, please make an appointment, it is unlikely you'll be accommodated if you turn up at reception.

Expectations for Communication

Clear and Concise Messages: Communications should be succinct and to the point to ensure clarity and efficiency.

Recording of Conversations

To maintain trust, privacy, and open communication, the recording of conversations—whether in person or over the telephone—is strictly prohibited. This ensures that all discussions remain confidential, protects the rights of staff, students, and parents, and upholds data protection laws. Unauthorised recordings may lead to misunderstandings, breaches of confidentiality, and potential legal implications. If any party requires a record of a discussion, they should seek agreement from all involved, and written summaries can be provided where appropriate.



Timely Responses from Staff:

Staff will aim to reply to all communications within two working days.

Part-time staff will only respond on their scheduled working days.

Communications sent during evenings, weekends, or school holidays will be responded to within two working days of the next school day and within working hours, usually 8.30am to 4pm.

Mutual Understanding: The school will always listen to parents' views and consider them within the wider context of the school community. However, individual opinions may not always align with the majority or the school's ethos.

Social Media Etiquette: Concerns should be raised directly with the school and not shared on social media platforms. This ensures issues are addressed effectively and minimizes unnecessary conflict.

If you believe there is an immediate risk to the wellbeing of a child, please contact the school reception directly and they will forward concerns to the relevant member of staff to be dealt with as soon as possible.

Unacceptable Conduct

Extreme Demands or Threats: Unreasonable demands, aggressive behaviour, or threatening language are not acceptable and will not elicit a response.

Personal Attacks: Unfair or personal comments about staff members, their character, or professional competence are not permitted.

Abusive Communication: Communication that is abusive, harassing, or bullying in nature will be referred to the Head Teacher for consideration and may not receive a response.

Resolving Concerns and Complaints

Formal Complaints: Concerns that cannot be resolved informally should follow the school's formal complaints procedure, which ensures a fair and structured process.

Balanced Resolution: The school will aim to address concerns in a way that considers the needs and feelings of the broader school community.

School's Right to Withhold Communication

The school reserves the right not to respond to communications that breach this Code of Conduct.

In cases where communication is deemed aggressive or inappropriate, staff may issue a standard response, and the matter will be referred to the Head Teacher.

By adhering to this Code of Conduct, parents and staff can maintain a respectful and supportive partnership that fosters the well-being and success of every student.

