

Penllergaer Primary School



Open Door Policy

The United Nations Convention on the Rights of the Child (CRC) is at the heart of our school's planning, policies, practice and ethos. As a rights-respecting school we not only teach about children's rights but also model rights and respect in all relationships.

OUR OPEN DOOR POLICY

We wish to continue to promote a climate of mutual respect and trust at Penllergaer and outline below our 'Open Door Policy' which facilitates our efforts to 'work in partnership' with parents.

1. In order to minimize disruption to the children's education we request that all communication with Teachers and Associate Members of Staff is either by pre-arranged appointment or through a note sent in with your child. Please do not 'pop into the classroom' at the beginning or end of day for a consultation or discussion however brief.
2. You should inform the school of absences in the same manner so that a formal record can be kept of your communication.
3. You may visit the main office at any time in order to make an appointment in person or telephone the school. You should inform the Member of Staff or Headteacher of the nature of the discussion you wish to hold.
4. Every effort will be made to see parents as soon as possible and an appointment will be made at a mutually convenient time. It is a reasonable expectation that any meeting will span approximately 15minutes. It may be necessary to make a second appointment if the matter cannot be resolved within this period.
5. Depending on the stated purpose of the meeting one or both parties may wish to request that a 'third party' be present in order to make notes of the discussion.
6. Should either party feel at any time that the discussion is unproductive or that behaviour is disrespectful or unacceptable, they will have the right to terminate the discussion. The matter will then be referred to the Headteacher for further resolution.
7. The Governing Body wishes to express the view that they expect all issues raised by Staff, Pupils or Parents to be resolved at Teacher or Headteacher level and only in extreme circumstances will they consider 'Formal Complaints' at Governing Body level. A member of the Governing Body has been selected to be a 'Mediation Officer' and could be called upon by the Headteacher to assist should it be found that resolution requires an additional independent perspective.

8. Any 'complaints' made to the Governing Body which have not taken the proper course for resolution outlined above will be directed back to the Headteacher.

9. We encourage parents in Nursery, Reception and our Specialist Teaching Facilities to have a direct dialogue with staff on a daily basis. However, we expect that this should be conducted in a respectful manner. Any parent approaching a member of staff in a manner which is considered to be unacceptable will be asked to leave the premises immediately.

10. We appreciate that parents seek to give the benefit of the doubt to their own child and it is possible that they are unable to see both sides of the situation. The school wishes to reassure parents that:

- a. all professional judgements made by staff are made 'in good faith'
- b. are based on the circumstances and evidence/ information available at the time
- c. the school always endeavours to use the 'no blame approach' when enquiring into an incident
- d. we endeavour to remain impartial.

11. We wish to thank parents in advance for their support and for their efforts to 'work in partnership' with our Staff.