



ASH MANOR SCHOOL

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Headteacher: A Bailey BSc, PGCE, NPQH



Ash Manor School – Parental Code of Conduct

At Ash Manor School we are extremely fortunate to have a supportive parent body who recognise that educating children effectively is a partnership between the child, the family, the school and the wider community.

The purpose of this document is to provide a reminder to all parents, carers and visitors to our school of our expectations so that we can continue to flourish, progress and achieve in an atmosphere of mutual understanding.

Guidance

- Set the correct example at all times for your child, treating staff and each other with respect and courtesy.
- Understand that the school staff and parents need to work together for the benefit of the entire community.
- Understand that staff cannot respond instantly to any concern you have whether by email, telephone or in person. They are often teaching your children.

If you have a concern

- Approach the right member of staff to raise your issue. This will normally be either the Head of subject or the Head of House.
- Inflammatory comments or statements will not be accepted and the tone should be courteous at all times. In particular emotive and accusatory words, use of capitals or defamatory statements should not be used.
- The communication should reflect the information you have currently received; the assumption should be that you have one version of the matter which is a concern, rather than concluding you have the totality of the information.
- You are asked to represent your own views and you should not seek to present yourself as self-appointed spokesperson for others.
- We deal with all concerns seriously and aim to resolve them to the satisfaction of all parties; please refrain from statements threatening future communication with our Governing Body, the Local Authority or OFSTED. This has no bearing on how we deal with your issue and is perceived as threatening behaviour.
- Meetings will be arranged when it is deemed necessary. Concerns around safety or child protection will be dealt with immediately. Otherwise appointments will need to be made in advance to be seen by a staff member

Please note that any concerns and complaints which are received which do not comply with our expectations will be returned unattended until the communications meet the expectations outlined above. Parents who breach the terms may be subject to restricted access to staff.

These standards apply to written and verbal communications.

www.ashmanorschool.com



Educational Outcomes Award 2013

