



Code of conduct for contacting & communicating with Oathall staff

We wish to maintain excellent relations with our parent community whilst ensuring a safe working environment for our staff. We always aim to be respectful to our school community and ask that parents do the same. Please do 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.

We believe that it is, in most cases, better to speak to someone about a concern or a complaint than sending an email. We encourage parents to contact the school to make an appointment or ask for a teacher or member of staff to call them back at a convenient time for a conversation.

If you do attend the school site:

- Please go straight to Reception on arrival on the school site and report to the members of staff there.
- Please behave respectfully to the staff you meet.
- We will not tolerate intimidation of our staff. This may include aggressive hand gestures, swearing or threats to involve Ofsted, the press, the Department for Education, police, governors, solicitors, or the local authority.
- Please don't demand to speak to the Headteacher. It isn't that he doesn't take your concern seriously but by not getting involved immediately, he can review your concern objectively if you feel school staff have not handled it appropriately.

If you are emailing the school or individual school staff, please bear these points in mind:

- Please address staff politely, courteously and with kindness.
- Please address concerns to staff during the school's working week and not during evenings or at weekends. Emails sent outside of working times will be acknowledged within 48 hours of the staff member's next working day.
- Allow up to 2 working days for a fuller response to your email. A same day response may well not be possible and should not be expected.
- If you have a concern or complaint, tell us what you understand has happened and how this has made you or your child feel.
- Recognise that there could be different sides to a story or additional information that needs to be understood or investigated before we can provide a full response.
- Please refrain from using lots of capital letters (generally accepted as 'shouting' in an email) or using sarcastic or aggressive words and phrases.
- Please refrain from making complaints personal by calling into question staff's motives, competency, professionalism, integrity, or honesty.
- Please avoid using legal terms inappropriately or outside their correct legal context e.g., harassment, negligence, discrimination.

Complaining on social media

We would be grateful if parents do not use social media to raise complaints but instead, we encourage you to come into school and speak with us so that we can understand your concerns and help solve the problem. Complaints on social media can be damaging for the school, its staff and most importantly the children. If you feel that an issue has not been dealt with appropriately, please refer to the college's complaints policy for guidance.