


Walton Priory Middle School



Parent Communication Policy

Date of Approval	May 2026	Next Review Date	When a change occurs
Approved by	Chair of Governors	Signed	

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1. Aims and purpose of policy

We believe it is important to create a safe, respectful and inclusive environment for pupils, staff and parents in our school. We encourage clear, open communication links with parents as we believe it has a positive impact on pupils' learning. It provides parents with the information they need to support their child's education and helps to build a partnership between home and school. Such communication can be entirely positive and practical for example to seek information, ask a question, clear up a misunderstanding or to draw attention to a matter. Sometimes there is a need to resolve an issue or misunderstanding. During the development of this policy a number of stakeholders have been consulted with, including; parents, staff and the governing body.

We use the term 'parents' in this policy to refer to:

- Anyone with parental responsibility for a pupil
- Anyone caring for a child (such as grandparents or child-minders)

The term member of staff as referred to in this policy includes:

- Anyone employed by the school
- Anyone training in a professional capacity at the school
- Governors (when acting in this capacity)
- Volunteers at the school (when acting in this capacity)
- Anyone employed through an external agency, who are acting in a professional capacity on the school site

This communication policy aims to set out the methods of communication available to parents for contacting the school and our expectations from parents when visiting our school or communicating with staff at our school.

We acknowledge that sometimes there can be situations that can be emotional and challenging for parents and staff to work through. Nonetheless, we expect all our community to show mutual respect. We have clear expectations and guidelines on behaviour for all members of our community. This includes staff (through the staff code of conduct) and pupils (through our behaviour policy). We also expect parents to engage constructively with school staff and to work together with them in the best interests of our children.

We will only communicate with parents in respect of their own child at the school. Requests to raise a concern on behalf of another parent will be declined, as will be requests for information on another child. Should any correspondence be received from legal advisers then this will be shared with the school's legal advisers.

If parents are considering making a formal complaint, please refer to our Complaints Policy and Procedures.

<https://www.waltonpriory.staffs.sch.uk/wp-content/uploads/2025/11/Complaints-Procedure-Policy-November-2025.pdf>

2. Communication with the school

Meetings

Face-to-face conversations are often the best way of communicating with the school. However, it is unlikely that a member of staff will be able to speak to you immediately face-to-face due to other school commitments. Therefore, a request for an appointment can be made via office@waltonpriory.staffs.sch.uk to discuss the matter either in person or by telephone, at a later date. The school will aim to arrange that meeting within 3 working days. For non-urgent meetings we will aim to meet with you within 5 working days. To enable us to manage multiple demands and priorities, the school will determine the level of urgency and the most appropriate or relevant person to meet with you at its discretion.

Outside of teaching hours, all staff have additional duties which they perform either before school, during break/lunch or after school so availability of staff outside of teaching hours should not be assumed.

NB: Please do not arrive at the school without a pre-arranged meeting, unless there is a serious family emergency or a child protection issue.

Email

Parents are welcome to email the school on office@waltonpriory.staffs.sch.uk about non-urgent issues in the first instance. To protect their wellbeing, staff are advised not to check or respond to emails outside of working hours - so emails should only be used for non-urgent communication.

Emails will be most helpful if they are concise, explaining concerns in a clear way. Unless requested, lengthy and overly detailed accounts can make it more difficult to understand what is being explained and to respond in a timely or clear way.

The school will aim to respond within **3 working days** (Part-time staff may take longer than the three days outlined above).

If a response is unable to be provided within this timeline, which can be to ensure a full and considered response, then a revised timeline will be provided and communicated. We ask that parents await a response from the school and that further emails are not sent pending that response, unless the new deadline has passed. If you have not received any response after 3 working days, please contact the school via telephone (01785 550040).

Phone calls

If a query or concern is time sensitive and a child is at risk of harm, please tell the receptionist and they will attempt to find a senior member of staff or safeguarding lead to speak to you.

If the query or concern is not time sensitive and urgent then parents should email the school office (office@waltonpriory.staffs.sch.uk) and the relevant member of staff will aim to contact them within 3 working day. If this is not possible (due to teaching or other commitments), someone will respond to schedule a phone call at a convenient time.

For general enquiries, that can't be discussed via email please call (01785 550040).

Social Media

We use social media platforms, such as Facebook and Instagram to promote student achievements, subject information and generic educational information. The accounts and their monitoring are not set up so that the school can respond to social media comments or replies.

Should the school be made aware of any physical threats or abusive behaviour towards staff members or students on any social media (including the naming staff), then the school will consider reporting this to the Police and seeking the removal of this content from the site.

Covert recording, either video or audio is forbidden on the school site at all times. Uploading onto the internet or social media is not acceptable and may result in a criminal offence or being in contempt of court. Please be aware that there is only one official 'Walton Priory' Facebook page (see below) - any further Facebook pages are not run or managed by the school.

https://www.facebook.com/waltonpriory/?locale=en_GB

3. Communication during school hours/ working days

Staff will aim to respond to communication during core school hours (8.00am - 4.00pm) or their working hours (if they work part-time). Parents should not expect staff to respond to their communication outside of core school hours or during school holidays.

Staff may choose to work around other responsibilities and commitments and respond outside of these hours, but they are not expected to do so.

4. Actions that may be taken by the school as a result of unacceptable behaviour and communication

In the first instance, (if the unacceptable behaviour has occurred on site) the school will ask the parent to desist and/or leave the site. If the behaviour is of a serious nature, then the police will be contacted.

Thereafter, the school (Headteacher/Member of Senior Leadership team) will gather information on allegations of unacceptable behaviour. This may include talking to the parties concerned or others as witnesses to the behaviour.

If unacceptable behaviour is considered to have occurred the following actions may be taken by the school, dependent on the severity/gravity of the behaviour:

Stage 1 – Verbal Warning

- The parent(s) will be told verbally that their behaviour is considered to be unacceptable and, if it is not modified, the school will take further action.
- Details of the incident will be recorded on the school's internal safeguarding system (My Concern).

Stage 2 – Written Warning

- The parent(s) will be told in writing that their continued behaviour is considered to be unacceptable and, if it is not modified, the school will be putting in place a *contact plan*.
- Advising the parent that all future meetings with a member of staff will be conducted with a second person present (HOD/HOY/Inclusion manager/SLT) and will be minuted.
- Details of the incident will be recorded on the school's internal safeguarding system (My Concern).

Stage 3 – Contact Plan

- The parent(s) will be told in writing that the school will be putting in place a *contact plan* to deal with any communication between the individual and school. For example, except in emergencies, parent(s) will not be allowed on school site, parent(s) will not be allowed to speak directly to staff, communication to the school must be in writing only to a named individual/email address and the school can set out timescales for school responses warning letter or an immediate ban from the school site.
- Details of the incident will be recorded on the school's internal safeguarding system (My Concern).
- The Governing Body will be made aware of the incident(s).
- Contacting the Police where behaviour is criminal in nature.
- Seek advice from the local authority's legal team regarding further action.

The school will always seek to respond to an incident in a proportional way. The final decision for how to respond to the unacceptable behaviour and communication rests with the headteacher and, where necessary, the Governing Body.

6. Parent Feedback

From time to time, we use online surveys to gather feedback from parents about a wide range of issues. We would appreciate it if you could support us by completing these where possible as the information you give us is used for the wider benefit of students, parents, and carers. If you have specific feedback or suggestions, please feel free to make contact via the office@waltonpriory.staffs.sch.uk address.

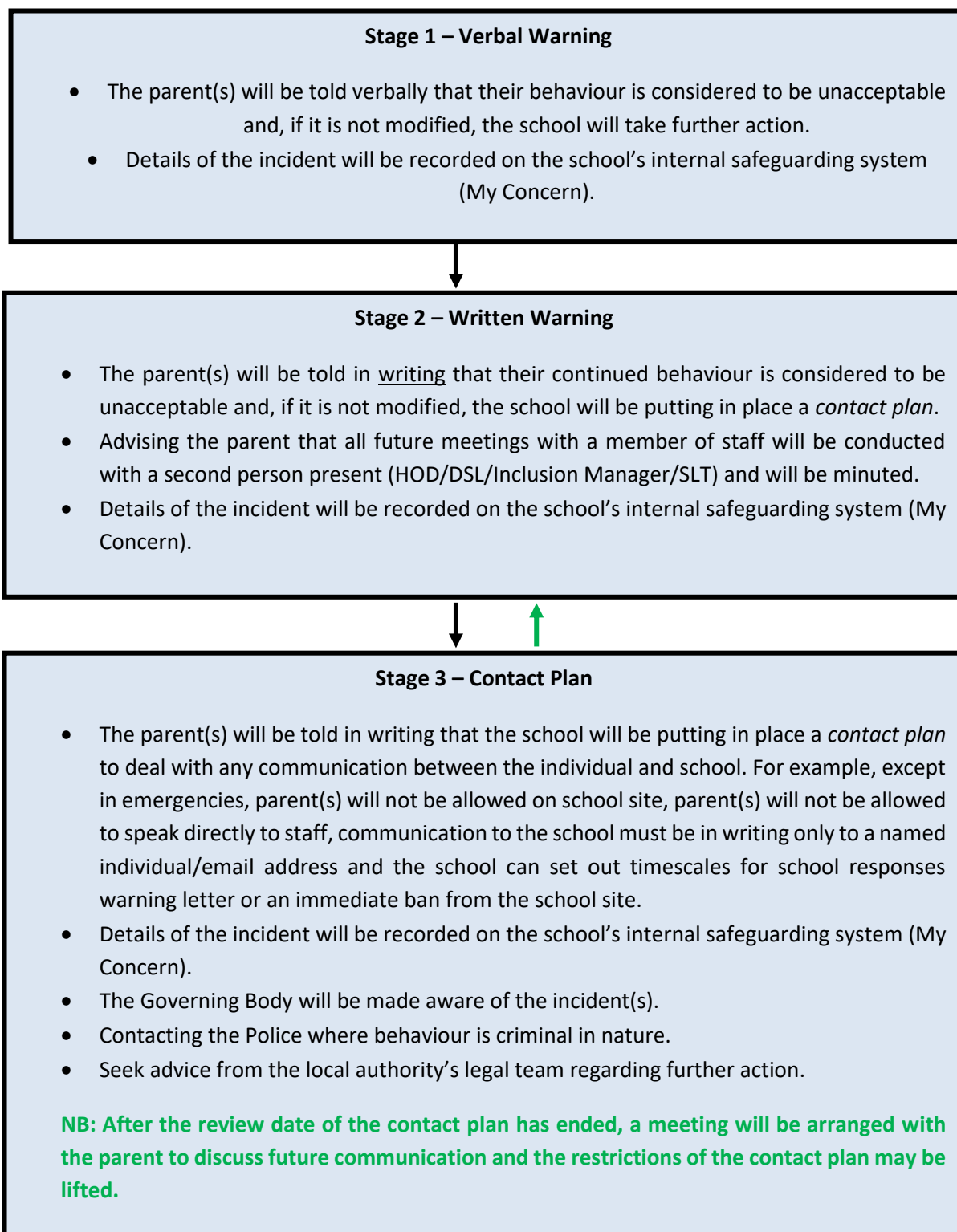
Types of unacceptable behaviour and communication

There are some types of behaviour / communication that the school consider unacceptable. These are as follows:

- Any physical aggression e.g. slapping, hitting, punching and kicking;
- Physically intimidating a member of staff, or pupils e.g., standing very close to her/him;
- The use of aggressive hand gestures including finger pointing towards a member of staff or pupil;
- Spitting at a member of staff or pupil;
- Shaking or holding a fist towards a member of staff or pupil;
- Shouting at members of staff or pupils (either in person on school grounds, over the telephone or over video conferencing);
- Swearing, or using offensive language including derogatory language about a protected group or characteristic as defined by the Equality Act 2010;
- Threatening or offensive comments about a member of staff or pupil of the school; this can include verbally, via texts, emails, social media, etc.;
- Shouting/talking aggressively over members of staff so that a conversation cannot take place
- Sending abusive messages to a member of staff, including via text, email or social media; this can include the use of capital letters and exclamation marks.
- A large volume of emails in respect of the same matter over a short period of time.
- Continuing to raise the same issue despite it having been already addressed by the school.
- Posting defamatory, offensive or derogatory comments about the school, its staff, on social media platforms
- Disrupting, or threatening to disrupt, school operations (including events on the school grounds and sports team matches)
- Breaching or not conforming to the school's security procedures
- Covertly recording phone calls or meetings with member of staff
- Threatening behaviour towards other parents, or members of the local community.
- Any other behaviour that is disrespectful, threatening or offensive

NB: This list is not an exhaustive list but seeks to provide illustrations of such behaviour which has no place in our school community.

Actions that may be taken by the school as a result of unacceptable behaviour and communication – Flow Diagram



NB: The Headteacher and Governing Body reserve the right to escalate parent(s) directly to stage 3, if they feel the initial incident was of a serious nature.

Parent Contact Plan

Parent Name:

Student Name:

Key information: <ul style="list-style-type: none">••
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Supervising Staff Member:

Date of Implementation:

Supervising Staff Member's Contact Details:

As part of the contact plan, the following restrictions have been put into place;

- The parent named above will not be allowed on school site until the review date and the contact plan has been removed.
- The parent named above will not be allowed to speak directly to staff, either face-to-face or via the telephone.
- All communication to the school must be in writing, only to a named supervising staff member.
- If a meeting is required, this can be arranged by the supervising staff member via teams or face-to-face at an alternative local educational setting.

Please be aware that you will still have full access to satchel one and will receive all outgoing communication from the school regarding your child and the wider school community.

If you have any concerns or questions regarding the contact plan, please do not hesitate to contact your supervising staff member (see details above).

Date of Review:

Who to contact if you have a concern;

- 1- Form Tutor- first point of contact if you have a non-urgent concern. Year 5 and 6 parents should communicate in their pupil's planner. KS3 Should email office@waltonpriory.staffs.sch.uk and address the email to their child's form tutor
- 2- Head of Year- if there is a pastoral concern that has been raised with the form tutor and there are still concerns then the Head of Year should be the next point of contact.
a.walford@waltonpriory.staffs.sch.uk Year 5
j.stringer@waltonpriory.staffs.sch.uk Year 6
s.pope@waltonpriory.staffs.sch.uk Year 7 and 8
- 3- Inclusion Manger/Designated Safeguarding Lead- if the concern is urgent or relates to safeguarding please contact:
j.parnell@waltonpriory.staffs.sch.uk
- 4- If you have raised concerns with Form Tutor/Head of Year/Inclusion Manger and there still concerns please contact:
H.smith@waltonpriory.staffs.sch.uk if the issue relates to behaviour
T.kemp@waltonpriory.staffs.sch.uk if the issue relates to SEND or safeguarding (or if the Headteacher is unavailable)
k.woolliscroft@waltonpriory.staffs.sch.uk if the issue relates to curriculum concerns or inclusion
- 5- If the issue is still not resolved please contact the Headteacher on:
s.houlton@waltonpriory.staffs.sch.uk