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Appendix 1: Sweyne Park School Contact L*nBT G[ )]W*0 G[L*nBT G[ )]W*0 G[L*nBT G[ )]W*0 G[L*nBT G[ )] 0 G[L*nBT G91

Parents are responsible for:

- Ensuring that all communication with the Schools is respectful;
- Making every reasonable effort to address communications to the appropriate member of staff, in the first instance;
- Responding to communications from the Schools, for example, requests for meetings, in a timely manner;

manner:

pm, Monday to Friday) or during their working hours (if they work part-time). Staff are not expected to reply to emails during the school holidays.

All language and content should follow professional etiquette and standards (refer to Appendix 3) at all times;
If a member of staff is unsure about the tone/content/spelling/grammar of any communication, be it to an internal or an external audience, they should ask their Line Manager for support and guidance before sending;
Staff must follow all safeguarding and professional standards at all times in the language and content of their communication;
If a member of staff is concerned about any aspect of correspondence with any pupil/student, the Designated Safeguarding Lead (DSL) (or deputies) should be contacted immediately;
If a pupil/student fails to follow the agreed protocols, staff MUST stop all correspondence and report the incident to the DSL (or deputies).

SPS pupils/students must use their SPS email and MS Teams accounts for educational purposes only.
SPS pupils/students are made aware of the expectations anŘ úKŜ ΨNŜăLJ2yãλōfŜ λyűŜNyŜű I·yŘ network džăI·ΞŜΩ LJ2fλÕè úKN2dzΞK űKŜ I2YˆŜ-School Agreement signed by the parent/pupil/student on joining SPS, and receive education regarding safe and appropriate email/MS Teams etiquette throughout their time in School.

Parents should only telephone the relevant school office for urgent issues. Urgent issues might include such matters as:
Family emergencies;
Safeguarding or welfare issues.

For more general enquiries, parents should email the relevant school office on admin@sweynepark.com or admin@glebeschool.com.

If parents would like to schedule a meeting with a member of staff, they should contact the Schools via the appropriate email address (refer to Appendix 1/2), or email the relevant school office to book an appointment. The Schools try to schedule all meetings within three school days of receipt of the request.

Parents may book appointments to discuss:
! yê Ŏ2yŎŜNyã úKI·ú úKŜè KI·ØŜ I·ō2dzű úKŜλN ŎKλfŘΩă fŜI·NyλyΞT
¦ LJŘI·úŜă NŜfI·űŜŘ ű2 LJI·ăű2NI·f ădzLJLJ2NúΣ úKŜλN ŎKλfŘΩă K2YˆŜ ŜyØλN2yYˆŜyúΣ 2N úKŜλN øŜftōŜλyΞΦ

Parents may not attend school to meet with staff without an appointment. Staff are entitled to refuse to meet with a parent where an appointment has not already been scheduled.

Staff should ensure that all letters are quality assured before sending. Approval should also be sought from the Senior Leadership Team (SLT) before publishing to the wider School community.

It is important that the security of the official school headed paper is maintained. Therefore, staff with access to this stationery must ensure that security is not compromised.

The Schools expect all meetings to be conducted in cordial terms, even if a parent is unhappy with the school. The Schools listen to parental concerns and attempts to resolve them. Parents are expected to use a cordial and low tone, and not to raise their voice when talking to staff. Recordings of the meetings are not permitted as the Schools do not consent to any recording of any meeting with parents. If a parent records a meeting covertly, the Trust Board and the relevant Local Governing Body will not allow a parent to use any such recordings as evidence in any complaint that may be raised subsequently.

In accordance with the Regulation of Investigatory Powers Act 2000 (RIPA), it is not a criminal offence for a private citizen to make a recording in secret provided it is for personal use only. However, if the recording is then shared without the consent of the participants, sold to a third party, or released in the public domain without the consent of the participants, this might then become a criminal offence.

If the member of staff cannot immediately resolve a parental concern, they will provide a timeframe for when they will revert. Brief notes will be kept of the meeting. A copy of these notes can be sent to parents on request.

Ground rules that support a conducive and productive environment are based on: