

Communication Policy and Parent Code of Conduct Policy

Dear Parents and Friends of Castle Hill Primary

Firstly, thank you for your continued support and positive feedback. We have had an amazing start to the academic year and indeed this half term. We are immensely proud of our smart children who have fabulous attitudes. Following on from Mr Martin's video in the last newsletter, we are writing to inform you about the introduction of two new policies. Our **Communication Policy**, which outlines how parents communicate with school and vice versa, and a **Parent Code of Conduct Policy** that sets out expectations for the school community. These policies were created with our governing body in response to staff raising concerns about the increase in aggressive incidents directed towards members of the Castle Hill Team. Incidents that were verbal exchanges, but also incidents via messages on Dojo and social media platforms.

As you know, we strive to maintain a positive, happy and productive learning environment for our pupils. So, this decision has not been made lightly. It is essential that we foster mutual respect and understanding between parents and school staff. Whilst we appreciate and encourage parental involvement, we must also recognise the importance of appropriate communication and conduct.

At Castle Hill Primary, we are passionate that our pupils are polite and resilient being guided by our mottos, 'Manners Matter' and 'Aiming for Excellence'. These mottos reflect our commitment to creating a respectful atmosphere and promoting high standards in all aspects of school life. We believe that embodying these values is crucial in helping our community flourish.

The new policies focus on the following key points:

1. **Respectful Communication:** All interactions with staff members must be conducted with respect and professionalism. Understandably, concerns may arise regarding your child's education; however, we ask that these be expressed politely and constructively.
2. **Use of Social Media:** We strongly discourage the use of social media to air grievances or to communicate negatively about staff or other parents. Should you have concerns, we encourage you to direct these to the school through appropriate channels instead.
3. **Zero Tolerance for Aggression:** Any form of aggressive behaviour, whether verbal or written, will not be tolerated. We believe that maintaining a safe and supportive environment is paramount for both our pupils and staff.

These new measures are not intended to silence legitimate concerns, but rather to ensure that all communication remains respectful and conducive to constructive outcomes. We value our partnership with parents, and believe that through clear expectations of conduct, we can work together more effectively for the benefit of our pupils.

Both the **Communication** and **Parent Code of Conduct** policies will be sent via email. We encourage your feedback as we implement these changes. Together, we can continue to cultivate a school community that reflects our values of respect, collaboration and compassion.

Thank you for your continued support and cooperation in this important matter. Should you have any questions or wish to discuss this further, please do not hesitate to contact the school.

Yours sincerely,



Mr Martin,
Head



Ms Willmouth
Acting Head/Deputy



Miss Harding
Senior Behavioural & Pastoral Lead



Graeme Train
Chair of Governors