



The Parkland Federation

Parental Expectations Protocol

At The Parkland Federation, we strive for excellence in all that we do while promoting optimum health, happiness and wellbeing within our school community. Learning is exciting, inclusive, dynamic and challenging. The highest standards of behaviour are promoted at all times. Here, the children are supported to succeed through taking risks and learning from mistakes. Pupils are prepared to become responsible, informed, respectful and creative global citizens who will contribute with insight, understanding, and compassion to the diverse and rapidly changing world they live in. *(School Vision Statement)*.

Date Agreed: September 2025	Review Date: September 2026
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'People will forget what you said, people will forget what you did, but people will never forget how you made them feel.' Maya Angelou

At Parkland, an excellent relationship with our parents is highly valued. We greatly appreciate the contribution that they play in the life of the school and in their children's education. Together, we are a team and we aim to provide many opportunities for parents to engage with school life, including Parents' Consultations, Educational Workshops in order to provide strategies to support with home learning and invitations to shows and special celebrations. We also have a Facebook page to keep parents informed about school events and everyday learning. Important information is also included on our school website and via emails. Twice a year, we will provide Interim Reports for your child at our Parents' Consultations and at the end of each academic year, we will provide a detailed Annual Report that will celebrate your child's unique strengths as well as important next steps in their academic journey. **We strive to ensure that parents feel listened to at all times and that teachers feel respected as educational professionals.**

Teachers can be spoken to at the **end** of each school day. Because teachers will start teaching from 8.30am, they will be unavailable in the mornings. Urgent messages can be given to the Teaching Assistant, a member of the Senior Leadership Team who can be found outside every day from 8.30am, or the school office. Teachers are always happy to read and respond to emails, however they are not expected to respond between the hours of 5pm and 8am, or at weekends or during school holidays. Teachers will endeavour to respond to parent emails **within 72 hours** (during the working week).

We want every parent to be confident that there are arrangements in school to keep their children safe. As part of our safeguarding procedures, we have put in place this Parental Expectations Protocol to ensure that behaviour from parents does not cause the children and/or staff in our schools to feel distressed, threatened or unsafe.

If parents have an issue they would like to discuss in school, the procedure to follow is outlined below:

1. Make an appointment to speak to the class teacher **after** school hours so that time can be dedicated to listen to your concern
2. If the problem is not resolved, make an appointment to see a more senior member of staff (Claire Williams for Key Stage 2 or Natasha Guthrie for EYFS and Key Stage 1).
3. In the unlikely event that the problem is still not resolved, please make an appointment to see one of our Assistant Headteachers (Mrs Carroll for Infant School matters or Mrs Das for Junior School matters).

4. If you still feel the issue has not been addressed to your satisfaction, please make an appointment to see the Headteacher, Ms Simpson.

Appointments during School Hours:

We understand that occasionally, children may need to attend a medical appointment during school hours. Please ensure that you provide the office with your appointment card/text in order for them to authorise your child's absence. Dental appointments and optician's appointments should take place outside of school hours unless deemed an emergency.

Holidays in Term Time:

As a school, we highly value your child's education and understand that every minute in the classroom counts towards supporting children to reach their full potential. Therefore, **no** holiday requests that fall in term time will be authorised. [Government advice can be found here](#). If you still decide to take a holiday during term time, please speak to our Attendance Officer or FLO in advance.

Uniform:

Please ensure your child is always in the correct uniform. Details of this can be found on our website and by viewing the examples in the school office waiting area. Teachers will speak to children not in the correct uniform or wearing inappropriate footwear. They will contact parents should the issue persist. **Please ensure ALL items are clearly named.**

Booking School Meals:

If you would like your child to have a school meal, you **MUST** book this online in advance, otherwise a meal will not be prepared for your child. If your child is entitled to universal free school meals (all infant pupils), or is in receipt of Free School Meals (FSM) via the pupil premium, the meal **must still be booked** online using parentpay. If you need support with this, please speak to the school office. Our kitchen will only prepare meals that are booked in order to avoid food waste.

Our Aim:

We aim to uphold our school values of cooperation and positivity at all times and ensure parents show the utmost respect and compassion towards all members of the school community. We expect that parents always communicate in a pleasant, respectful and courteous manner, without causing distress or offence to any adults or children.

Expectations:

Parents should set an **excellent** example to children at all times, demonstrating how to get along with all members of the school and the wider community, and modelling good manners and pro social behaviour.

Behaviour that is deemed as unacceptable includes, but is not limited to:

- Shouting, either in person or over the telephone
- Swearing
- Inappropriate posting on Social Media, including dishonesty, negative comments or stating things that are factually inaccurate regarding the schools, staff or other members of the school community
- Arguing
- Speaking in an aggressive/threatening tone
- Physically intimidating any member of the school community (adults or children)
- Making any form of threat towards a member of the school community
- The use of aggressive/antisocial hand gestures
- Physical aggression of any kind
- Demanding/insisting on seeing a member of staff when told they are unavailable
- Racist, homophobic, misogynistic or sexist comments/behaviour
- Sending emails that show a lack of respect, have an inappropriate tone or use offensive, demanding or rude language. ***Please note that emails that are deemed rude or offensive will not be answered.***

Follow up actions where our Parent Expectations Protocol is not adhered to:

The school reserves the right to take any necessary actions to ensure that members of the school community are not subjected to any form of abuse. ***On the rare occasion that our expectations are not adhered to, and if parent behaviour falls short of our high expectations at any time, on or directly outside school premises, you will be asked to leave.***

School premises are private property and parents have been granted permission from the school to be on the site. ***This is a privilege and not a right.*** The schools reserve the right to ban parents from entering school and its grounds should it be felt that their behaviour has at any time been inappropriate. *Following a ban from the site, school staff will meet with the parent involved to determine if they should be reintegrated back into the school community or if the ban should continue or be made permanent.* Should a parent receive more than one ban because anti social behaviour is repeated, the school will consider a permanent ban in order to ensure

the wellbeing of other parents, pupils and staff. Parents who are banned from the site are unable to attend Parent Consultations, Sports Days, Shows and any other event held on the school site.

It is also an offence under section 547 of the Education Act 1997 for any person (including a parent) to cause a nuisance or disturbance on school premises. The police will be called to assist in removing the person concerned if it becomes necessary and will be asked to investigate any behaviours seen on site, online or directly outside of the site if our expectations protocol is not adhered to.

Any act of parental behaviour (inappropriate physical behaviour, unacceptable emails or phone conversations that are rude/aggressive etc) that breaches our expectations protocol will be recorded on our safeguarding system and the child's school record. This record will be passed to any school that the child transfers to, in year or at the end of their primary education.

It is essential that our school remains a safe and supportive environment for all pupils. To help us maintain this, we kindly ask that any parental disputes or conflicts that occur outside of school are not brought onto school grounds or into school communications. We understand that disagreements can arise, and we encourage parents to seek resolution through appropriate external channels. Resources such as **Silvercloud (0800 674364764)** or other support agencies are available to provide guidance and assistance in these matters. ***Thank you for helping us keep our focus on our pupils' well-being and education.***

School Office: Our highly valued school admin team can be found in the main school office that is located in the infant school. Office hours are 8.15am until 4pm. Our office gets exceptionally busy, so please support our team by being polite, patient and courteous at all times. Please note that we have an answerphone service if you can not get through on our phone lines due to the admin team being with pupils or parents.

Please note that we can not offer the use of school toilets to parents/carers outside of sports days or school shows or outside of school hours (8.30am - 3.30pm). This is to ensure that the school site remains safe for all pupils.

We thank you in advance for your cooperation in ensuring Parkland is a happy, safe and exciting place to thrive.

'Positive learning can only take place in a positive culture.' *Anonymous*