



## Wildern Parental Communication Guidelines

Please do....

1. 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.
2. Help us to resolve them efficiently by addressing your concern to the person who is best placed to deal with it, which will be the person most heavily involved in the issue or incident. Please be guided by the summary diagram "How to contact the right person at Wildern".
3. Recognise that there could be different viewpoints or additional information that need to be understood before you have a complete picture of what has happened.
4. Address concerns to staff at Wildern, rather than through social media or in the community.
5. Expect an acknowledgement within 24 hours (one working day). A same day response may well not be possible and should not be expected. Concerns around child safety and child protection will be prioritised. Some of our staff are part-time and so one working day may not equate to an actual day of a standard week.
6. Speak to members of staff politely and courteously.

Please don't...

1. Arrive at Reception without an appointment, expecting an immediate meeting.
2. Use sarcasm or aggressive words and phrases to try to make staff feel guilty, ashamed or stupid e.g. appalling, pathetic, disgraceful, ridiculous, disgusting.
3. Use legal terms without legal advice or use them outside their correct legal context in order to add weight to arguments e.g. harassment, negligence, discrimination.
4. Threaten staff either through physical intimidation, aggressive hand gestures, swearing or with the threat to involve Ofsted, the press, the Department for Education, the Police, the Chair of Trustees, Solicitors or the Local Authority.
5. Make complaints personal by calling into question staff's motives, competency, professionalism, integrity or honesty.
6. Post derogatory comments online about staff: Wildern takes legal action and seeks Police advice if comments amount to defamation or cyber-bullying.
7. Demand to speak to the Headteacher: by not getting involved immediately, Mrs Oakley can review your concern objectively if you feel it has not been handled appropriately by Wildern staff.
8. Directly contact or approach school Governors outside of the school formal procedures. Governors are unpaid volunteers and they are not involved in the day to day running of the school.

Please be aware that...

1. Wildern will return any unanswered correspondence that doesn't conform to these expectations with a request for it to be amended and re-sent in order for it to be answered.
2. Staff will similarly end phone calls and meetings for the same reasons.
3. Wildern will restrict access to the site and/or the staff for those who seriously or persistently breach the code of conduct.