



Protocols for Meetings

Between Parent/Carer and School Staff

At Rednock, we believe that good communication between school and the home is essential. Every effort is made to establish and maintain positive teacher – parent relations. The school seeks to establish and maintain a partnership with parents as the school recognises that with parental support and involvement, the education of the student is maximised.

Before and after school in the playground

Teachers are out and about before and after school to receive and dismiss the students safely. This contributes to the openness and ‘community feel’ of our school. Members of the Senior Leadership Team are also out on duty before and after school.

If you wish to discuss something urgently with the Tutor, Class Teacher or Community Leader, please arrange a time to meet or speak on the telephone.

Protocol for meetings with parents / carers

Meetings are sometimes necessary in order for Home and School to share information about an individual student’s needs, in addition to our Parents’ / Carers’ Consultation Meetings.

- These will be arranged in advance at a mutually convenient time, and confirmed in writing, usually email, by the school.
- Meetings will be held in an appropriate area in the school, usually the main reception front room.
- Reception Staff and line managers will be aware of the meeting
- Staff may ask for a colleague to join the meeting in order to be able to give you the best advice possible or to record information.
- Electronic recording of meetings eg on mobile phones is not acceptable. A member of staff may take notes at meetings if necessary, and all attendees will be informed of this procedure and a copy sent following the meeting.
- Rednock staff will always try to help you as quickly as possible, but please be aware that they may need to ask another member of staff, or senior colleague, for information / advice before they get back to you with a response. This is to ensure that you and your child are supported in the best possible way.
- All meeting attendees are expected to speak and behave courteously, listen to each other and have the opportunity to respond to questions and / or statements. Responses should be calm, logical, fair and inoffensive.
- Important points or a summary may be noted down during the meeting by either party, however it is considerate and beneficial to give the meeting your full attention.
- Most meetings will end with an amicable resolution, however should there be any difficulty the staff member will advise the attendees that further advice from a senior colleague is needed, the meeting will be adjourned and specific timeframe to reconvene will be provided.
- If any meeting attendee becomes concerned about their safety during any meeting, it will be stopped immediately; reasons for the meeting being stopped will be given verbally, and, where necessary, the party behaving inappropriately will be escorted from the school premises. The Local Authority and Police may be informed.
- Agreed actions will be confirmed verbally or in writing at the end of the meeting.
- Follow up communication will be issued in a timescale agreed at the meeting.