



Wolston St Margaret's C of E Primary School

LEARNING, BELIEVING AND ACHIEVING TOGETHER TO
'LET YOUR LIGHT SHINE'

MATTHEW 5:16

Communication and Conduct Policy for Parents and Guardians

Our Christian vision shapes all that we do: Learning, Believing, and Achieving together to
"Let your Light Shine" (Matthew 5:16).

Guided by our Christian values of **Honesty, Love, Courage and Community**, we encourage all to flourish. Like a lamp set high to light its surroundings, everyone — whether timid or outgoing — is called to share their light for all to see. Our vision welcomes children and adults of all faiths and none, inspiring them to live, grow, and learn together, showing the world their unique light.



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Purpose and Scope

This policy outlines the standards of communication and conduct expected from parents, carers, and visitors when interacting with school staff, governors, and volunteers. By adhering to these guidelines, we ensure a positive and constructive partnership that benefits every child's education and well-being. To truly create the best outcomes for children there is a need for the relationship between home and school to be based on the principles of care, integrity, trust and mutual respect.

Our Expectations

We expect parents, carers, and visitors to:

1. Respect the ethos, vision, and values of our school.
2. Work collaboratively with staff to support their child's learning and development.
3. Treat all members of the school community with respect and dignity, setting a positive example in speech and behaviour, both verbally and in written form.
4. Resolve concerns peacefully and constructively, seeking appropriate channels for discussion and resolution.
5. Encourage their child to uphold the school's values and follow its policies.

Behaviour That Will Not Be Tolerated

To maintain a safe and respectful environment, the following behaviours are deemed unacceptable:

1. Disruptive Conduct: Any behaviour that interferes with school operations or activities.
2. Abusive Language or Aggression: Use of loud, offensive, or threatening language; verbal or physical aggression toward any member of the school community.

3. Defamatory or Offensive Communications: Posting defamatory, offensive, or derogatory comments about the school, staff, or other members of the school community on social media platforms.
4. Inappropriate Communication: Sending abusive, rude, threatening, or unwarranted messages via email, text, or social media.
5. Unlawful Activity: Possessing or using illegal substances, smoking, or consuming alcohol on school premises (except where permitted at specific events).
6. Intimidation or Harassment: Attempting to intimidate or chastise members of our school community.
7. Intervention with Other Children: Approaching another child to discuss or chastise their behaviour.
8. Unsafe Practices: Bringing dogs (except service dogs) onto school grounds or engaging in behaviour that endangers others.

Contact Methods Covered by This Policy

This policy applies to all forms of communication between parents, carers, visitors, and the school community, including but not limited to:

- Face-to-face interactions
- Email correspondence
- Letters
- Telephone calls
- Social media platforms
- Text messages

Social Media Use

Parents and carers are reminded that:

1. Concerns about the school or individuals should be raised directly with the school rather than via chat / message forums or social media. Please refer to our complaints policy if applicable.
2. The school will not tolerate defamatory or offensive comments made online about members of its community.
3. Any misuse of social media that constitutes cyberbullying or harassment will be treated seriously, with appropriate actions taken, including reporting to the relevant authorities.

Responding to Breaches

If the school suspects or becomes aware of a breach of this policy, we will:

1. Gather information from those involved.
2. Address the issue with the individual(s) concerned.
3. Take appropriate action based on the severity of the breach, which may include (but not limited to):
 - Issuing a warning letter.
 - Inviting the individual for a meeting with the headteacher, senior staff or Governors.
 - Reporting incidents to the authorities where necessary.
 - Banning individuals from the school site or remove them from school communication platforms.

- Working with the local authority to find alternative school provisions for the family / individuals involved.

The school will always respond to an incident in a proportional way. The final decision for how to respond to breaches of the code of conduct rests with the Headteacher, and/or if required, the Chair of Governors. The Headteacher will consult the Chair of Governors before banning any person from the school site, referring to authorities, or working with the local authority on finding alternative school provision.

Maintaining a Positive Community

We believe that by working together—parents, carers, staff, and governors—we create a nurturing and supportive environment where every child can flourish. Thank you for adhering to this policy and contributing to the success and well-being of our school community.

Acknowledgement

We request that all parents, carers, and visitors familiarise themselves with this policy. By engaging with our school, you agree to uphold its principles and guidelines. Together, let us continue to "let our light shine."

For any concerns or clarifications, please contact the school office.

Contact Information

For further information, please contact Wolston St. Margaret's Primary School via:

Email: admin3192@welearn365.com or Phone: 02476 542212

Version Control	Changes Made	Date
Version 1	Initial creation of document	15 th January 2025
Version 2	Update due to change with Dojo	September 2025

Appendix: Whom to contact and how

Reason for contact	Whom to contact and how
Pupil absence or late arrival	School Office via admin@welearn365.com or 02476 542212
Lost items	School Office via admin@welearn365.com or 02476 542212
Payment of event/dinners	School Office via admin@welearn365.com or 02476 542212
Attendance issue	Deputy Headteacher via admin@welearn365.com
Learning concern	Class teacher face to face or via admin@welearn365.com or 02476 542212
Concerns with friendship	Class teacher face to face or via admin@welearn365.com or 02476 542212
Homework query	Class teacher face to face or via admin@welearn365.com or 02476 542212
Pastoral update/query	Class teacher face to face or via admin@welearn365.com or 02476 542212
An issue that remains unresolved after dialogue with class teacher	Deputy Headteacher or Headteacher via admin@welearn365.com or 02476 542212
Safeguarding Issue	Designated Safeguarding Lead via admin@welearn365.com or 02476 542212
PTA	Contact@WolstonPTA.co.uk
Dragons query	School Office via admin@welearn365.com or 02476 542212
Issue with collection of a child	School Office via admin@welearn365.com or 02476 542212
Updating parent contact details	School Office via admin@welearn365.com or 02476 542212
Dietary update	School Office via admin@welearn365.com or 02476 542212
SEND query	Rouledge.l2@welearn365.com