



East Bergholt CEVC
Primary School

Working with parents

Creating an ethos

- ▶ Starting point
- ▶ Welcome coffee mornings
- ▶ Stand outside! Head and deputy (when not raining and below zero..)



Open Door Policy - Face to face with parents

- ▶ Early help offer
- ▶ Open door in my office - literally ! (see chicken)
- ▶ CAFs - stay involved
- ▶ Safeguarding - have safety in mind when meeting some parents on your own - door with a window, alert office staff



Emails and the virtual world of parent contact

- ▶ Use Parentmail or a similar system that is only accessed in school time, never give your email address to parents so they can email directly (wellbeing)
- ▶ DoJo - some schools use it, disable to text to parents feature!
- ▶ Always do what you say and respond in a day - builds trust
- ▶ Parent View/surveys
- ▶ Website/twitter - keep it up to date and accessible!
- ▶ Friday News



In school - inviting parents in

- ▶ Wow Days
- ▶ Parent evenings, Learning reviews, open sessions
- ▶ SHARE
- ▶ Parent learning sessions - First Aid, online safeguarding, information sessions
- ▶ Parent assemblies
- ▶ PFA - involve yourself
- ▶ In school experiences - Bassistry assemblies, Egyptian Days etc
- ▶ Parent helpers - with some trips





Church and Governors - parent links

- ▶ Church Services
- ▶ ISingPop (if you can afford it!)
- ▶ Governors - meet and greet in the morning



Complaints...the other side of parent contact

- ▶ **One parent over 18 months:**
- ▶ Hearings x 3
- ▶ DFE complaint x2
- ▶ OFSTED complaint x2
- ▶ Freedom of Information request
- ▶ Subject Access request via Data Protection Officer
- ▶ Tribunal



How to deal with it and remain sane and in post!

- ▶ Seek support - Diocese, LA Resolution team (Alison Jones and Jemma Lynch), Chair of Governors, Senior leaders in your school
- ▶ Be professional and keep the moral higher ground
- ▶ Keep a clear chronology of EVERYTHING
- ▶ Phone calls - speaker phone, 2 staff members
- ▶ Meetings - do not allow recordings
- ▶ Respond by letter not email, signed for.
- ▶ Don't give up, keep it in perspective, there are many more supportive parents than complaining ones.

