



# Highwood Primary School

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Promoting Resilience, Achieving Potential

Cathy Cox – Head Teacher

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## Parent and Carer Code of Conduct: Summary

At Highwood Primary School we are committed to:

- Listening to parents carefully and respectfully, including allocating an appropriate length of time for pre-arranged meetings
- Responding appropriately to concerns raised
- Outlining any actions that may be required
- Updating parents and carers on progress and outcomes of the concern
- Listening and responding to updates from parents and carers

At Highwood we expect parents and carers to:

- Communicate their concern respectfully and accurately
- Listen to and consider the responses from the school
- Work in partnership with the school in order to reach a resolution, including supporting the Highwood Primary School Behaviour Policy
- Allow time for the school to respond to concerns (3 – 5 working days)
- Acknowledge past support and intervention made by the school, even if a problem reoccurs

Highwood Primary School reserves the right to end a meeting or conversation should the above expectations not be met.

Please see the Highwood Primary School Code of Conduct for further information.