

# Felsted School Expectations With Parents

## 1. Introduction

At Felsted School we are committed to fostering a safe and respectful environment for everyone. As part of this, we set expectations about the conduct and behaviour of all members of our community, including the families of children at the School.

When you accept a place for your child at Felsted School this is the start of a partnership in which good working relationships between staff and parents are essential. In order to fulfil our obligations to you and your child, and to maintain a constructive relationship with you, we ask for your cooperation and that you engage with the School in a manner that is reasonable and respectful.

The Felsted Parent Agreement (Parent Contract) sets out the obligations as parents of a child at the School.

This document provides further detail about how we ask parents to interact with the School and behave towards and communicate with other members of the School community, including School staff, representatives of the School and other pupils – in person or online.

## 2. Supporting pupils

To help us model good behaviour and learning habits for our pupils, the School expects that parents will support pupils in their education and participation in School life including by:

- encouraging your child in their studies and giving appropriate support at home, including by providing suitable time and space for any homework to be completed;
- ensuring your child attends School and arrives on time and ready to learn;
- responding to any requests for information or consent regarding your child's participation in School activities in a timely manner;
- engaging quickly, openly and cooperatively with School staff should they raise any concerns with you regarding your child's academic progress, behaviour or wellbeing; and
- attending routine parent meetings or any individual meetings arranged to discuss or support your child.

This list is not exhaustive.

## 3. Sharing information

In order for the School to provide the best possible education and care for your child it is essential that details of any matters that may affect your child are shared with the School. This will include information (or any updates to information) relating to:

- your child's emotional, psychological or physical wellbeing;
- any health/medical condition, disability or allergies;
- any special educational needs;
- any court orders applicable to your child;

- your child's ability to continue as a pupil at the school (e.g. inability to pay the School fees/any change in immigration status); or
- any other matter that may impact on your child's engagement in day-to-day School life.

#### **4. Communication**

At Felsted we value positive, timely, two-way communication with parents and ask that parents:

- check the most appropriate member of staff to contact about a particular issue;
- avoid unreasonably duplicating correspondence;
- respect the working hours of staff when making contact and while awaiting a response;
- understand that teachers must prioritise time with their pupils and are unlikely to be able to answer calls or respond to emails immediately during the School day;
- if requesting a meeting or telephone call, provide as much information as possible in advance so that staff can prepare appropriately and ensure a productive meeting;
- raise any concerns or complaints directly with the School via the appropriate channels; and
- ensure all communications (whether in person, via email, by telephone or otherwise) are reasonable, polite and appropriate, including in respect of the content, tone, volume and/or nature of the communication.

We encourage you to raise any day-to-day queries or issues regarding your child's experience at school at the earliest opportunity and we hope we can work together to resolve them. The School has a [Complaints Policy and Procedure](#) which governs how any complaints will be handled and this seeks to resolve complaints informally, where possible and appropriate.

#### **5. Professional decisions**

The School is always willing to discuss the context for any decision regarding your child and we look to parents to understand and respect the decisions taken by education professionals, School staff:

- have a duty of care to each individual pupil which must always be balanced against the needs of the School community as a whole;
- may issue a disciplinary sanction against a pupil, following due process and in accordance with the School's policies relating to behaviour and discipline including the Behaviour and Discipline Policy, with the expectation that parents will support and uphold any such measure;
- will allocate pupils to teaching sets (where applicable) based on their professional judgment and knowledge of each individual pupil within the context of the pupil's peer group; and
- are obliged to act with integrity and honesty when predicting grades or writing references for pupils.

#### **6. Conduct or behaviour**

The School appreciates that parents are reasonable and respectful in their interactions with School staff and the wider school community.

However, instances where the School determines that parental conduct or behaviour has fallen short of expectations will be taken seriously. Where warranted and depending on the

nature of the conduct or behaviour in question, the School will take appropriate steps in response which could include, for example:

- writing to the parent/s to remind them of their obligations and the expected standards of behaviour/conduct;
- requiring specific action, for example, to attend a meeting or provide certain information;
- inviting parent/s to meet with a senior member of staff;
- putting in place a communication plan which places some parameters or conditions on the manner in which the parent/s may communicate with the School;
- in the most serious of cases, advising parents and / or family members that they cannot be on the School site or attend certain School events; or
- requiring the removal of a pupil from the School in accordance with the Felsted School Parent Agreement (Parent Contract).

This list is not exhaustive.

## **7. Sports Matches and Events**

Parents are asked:

- To encourage players to learn the laws/rules and play within them.
- To discourage unfair play and encourage a respect for officials, accepting that the official's decision is final.
- Not to get involved in decision making and team selection.
- To set a good example, recognising fair play and applauding good performance of all.
- To provide positive verbal feedback during the game, to both sides
- To always support the school in their efforts to eradicate loud, coarse and abusive behaviour from the game.
- To be realistic about the players' abilities; do not push them towards a level that they are not yet capable of achieving.
- Never to punish or belittle a player of either side for losing or making mistakes.
- To remember young people learn much by example.
- To support the players' involvement, and help them to enjoy the game.
- To use correct and decent language at all times.
- To encourage players to stay for team teas and entertain the opposition where appropriate.
- To behave in a manner which brings credit to Felsted School, and to ensure players do likewise.
- Parents may ask questions but not just before, during or just after a match.
- To allow 2 weeks notice for any circumstances that mean a pupil will be unavailable for matches.
- Ensure appropriate use of social media - please refer to the School's [Social Media Policy](#).

**We thank parents for reading and following this Code of Conduct.**