



## **Contacting & Communicating with The Warriner School staff**

Within the Warriner School community, our purpose is to provide high quality education and to achieve the best outcomes for our students. We also wish to maintain excellent relationships with our parent/guardian/carer community, whilst ensuring a safe working environment for our staff. We always aim to be respectful to our school community and ask the same of others. Therefore, please contact us through our website's dedicated **contacts page** if you have a question, concern, query or complaint. We want to know if you feel unhappy about a situation or incident because we are keen to resolve these issues as quickly as possible.

We believe that, in most cases, it is better to speak to someone about a concern or a complaint rather than send an email. We encourage parents, therefore, to contact the school to make an appointment or ask for an appropriate member of staff to call them back, at a convenient time, for a conversation.

### If you attend The Warriner as part of a pre-arranged meeting:

- Please go straight to Reception on arrival and report to our Reception staff. They will sign you in and notify the specific member of staff you are visiting
- Always address staff politely, courteously and with kindness please
- We will not tolerate intimidation of our staff. This may include aggressive hand gestures, swearing or threats to involve Ofsted, the press, the Department for Education, police, governors, solicitors, or the local authority...
- Please do not demand to speak to the Headteacher. She does take concerns seriously but would not get involved immediately. Indeed, she will review your concern objectively if you feel school staff have not handled it appropriately

### If you are emailing the school or individual school staff, please bear these points in mind:

- Please address concerns to staff during the school's working week. Emails sent outside of working times will be acknowledged within 48 hours of the staff member's next working day.
- Allow up to 2 working days for a fuller response to your email. A same day response may well not be possible and should not be expected
- If you have a concern or complaint, tell us what you understand has happened and how this has made you or your child feel
- Recognise that there could be different sides to a story or additional information that needs to be understood or investigated before we can provide a full response
- Please refrain from using lots of capital letters (generally accepted as 'shouting' in an email) or using sarcastic or aggressive words and phrases
- Please refrain from making complaints personal by calling into question individual's motives, competency, professionalism, integrity, or honesty
- Please avoid using legal terms inappropriately or outside their correct legal context e.g., harassment, negligence, discrimination

### **Complaining on social media**

We would be grateful if parents do not use social media to raise complaints but instead, we encourage you to make an appointment to come into school and speak with us so we can understand your concerns and help solve the problem. Complaints on social media can be damaging for the school, its staff and most importantly, our students. If you feel that an issue has not been dealt with appropriately, please refer to the school's complaints policy for guidance.