

Telford & Wrekin Council
Schools HR Advisory Service
Model Policy Document
(written in conjunction with Telford & Wrekin's
Education Safeguarding Team)

Employee Code of Conduct

Introduced	July 2015
Revised	April 2022
Consulted recognised Trade Unions on revisions	Not applicable as changes relate only to updates to Statutory Guidance.
Adopted by Holmer Lake Primary	Summer 2022

1. Introduction

This document outlines the School's expectation in relation to employee conduct and outlines the School's responsibility to the employee. This document mainly refers to conduct expected in the work place, including online, but may also cover conduct when representing the School e.g. whilst at training, attending work related functions or activities on social media that may affect the reputation of the School.

It should also be used in conjunction with other relevant policies and standards such as professional standards, child protection and safeguarding policies, behaviour policy, the Disciplinary Policy and the associated Disciplinary Rules as well as the contract of employment/written statement of particulars.

Given the nature of this establishment, this document should also be a guide to assist in ensuring children's and employees safety. It therefore explains the responsibilities the School has toward employees and children/pupils on a whole school basis

This code should be reviewed regularly by Governors and reissued to staff after the review.

2. Duty of Care

This School has a duty of care to the pupils/children within it and also to all employees.

This duty should be at the heart of all employee and employer practice.

Pupils/children – employees within this School have a duty to keep pupils/children safe, promote their welfare and protect them from harm as outlined in "Keeping Children Safe in Education" 2021. Given the position of trust this places employees in, employees are expected to take reasonable steps to ensure pupils/children's safety and well being. **Please refer to the Child Protection & Safeguarding in Schools Policies that this school have adopted.**

Employees – employers should provide a safe working environment and appropriate guidance regarding safer working practices. They should also ensure that employees are treated fairly and reasonably in all circumstances. Employees will be informed of all relevant policies as part of their induction. Where a new or revised policy is adopted, the School will ensure each employee has access to it.

In addition, each employee has a personal duty to take care of themselves and anyone else who may be affected by their actions or failings.

Employees should:

- Understand the responsibilities of their role and the sanctions should these not be followed
- Act and be seen to act in the pupil's/child's best interest
- Act in a way to protect the Schools reputation
- Avoid conduct which could lead to question over motivation and intentions
- Act in line with School policy and procedure
- Take responsibility for their own actions and behaviour
- Speak up promptly about any concerns they have or anything they have witnessed that could give rise to concern

- Have due regard that safeguarding children and their welfare is paramount and everyone's business
- All school staff should make the Headteacher or Chair of Governors (if this is the headteacher) aware of any relationships and associations both within and outside of the workplace (including online) that may have implications for the safeguarding of children in school.
- Note that unjustifiable delay in reporting concerns is not acceptable

Employers should:

- Clarify what is expected about an employee at work and where relevant, outside of work
- Provide a safe and healthy working environment
- Support for your rights and recognise diversity
- Foster a culture of openness and support
- Ensure that appropriate policies are adopted, implemented, monitored and reviewed e.g. employee policies, safeguarding, child protection, code of conduct
- Ensure that employees have access to and understand guidance, related policies and systems that are in place
- Ensure that employees are not placed in a vulnerable position
- Ensure that those who provide services or activities are aware of safeguarding policies and procedures
- Treat employees reasonably and fairly

3. Complaints

Should an employee have a concern with the way in which they are being treated by their employer, the Grievance process should be followed. Advice should be sought by the employee from their relevant trade union.

Should an employee have a complaint relating to the School then they should use the relevant policy e.g. Whistleblowing Procedures, Child Protection and Safeguarding Policy or any other procedure that the school has identified and adopted.

Should the employer have concerns regarding employee conduct, the employer should always try to resolve the matter at the lowest possible level i.e. through discussion with the employee. For more serious matters, the School may need to refer to the relevant employment policy e.g. discipline.

4. Employee Code of Conduct

This code covers a number of situations but does not cover all eventualities. Where it is necessary to refer to a specific School policy, this will be noted.

Furthermore, the document produced by the [Safer Recruitment Consortium - Guidance on Safer Working Practice](#) is universally regarded as a best practice guide to work alongside local policies.)

4.1 Dress and Appearance

All employees should dress in a manner that is appropriate for their role, individuals they work with and work they undertake, including online and virtual teaching.

Clothing and appearance should not:

- cause embarrassment or give rise to any misunderstanding
- be likely to be viewed as offensive, revealing or sexually provocative
- be considered to be discriminatory or culturally sensitive
- be political or represent contentious slogans

4.2 Behaviour

All employees have a responsibility to maintain public confidence in both the School and their own ability to provide an outstanding level of education and care whilst safeguarding the welfare and best interest of the pupils/children they are responsible for.

Equally, all employees should be able to carry out their duties in an environment where all individuals treat each other fairly and with respect and dignity. Acts of discrimination, harassment or bullying, intentional or otherwise, will not be tolerated.

Employees should foster an approach which is aligned to the ethos of the School and understand the Schools behaviour policy. Therefore employees can expect to be treated reasonably and fairly.

It is not acceptable to behave in a manner which could question an employee's suitability to work with pupils/children or encourage others to make unprofessional comments or comments which could cause offense.

This level of behaviour is to be expected at all times when representing the School which includes attending such events as training and work related social functions.

With the rise of social media, it is not acceptable for employees to behave in such a way that would not uphold public confidence within the school. **Please refer to the schools child protection & safeguarding in schools policies.**

4.3 Confidentiality

Employees can expect to have their personal information secured confidentially. Personal matters should also be kept in the strictest of confidence.

Employees within the School may have access to private or sensitive information about the pupils/children within the School. These details must be kept confidential and only shared when it is in the child's best interest to do so.

The Data Protection Act 2018 (DPA 2018) establishes a framework of rights and duties which makes personal information safe. Personal information is information about a living individual, who can be identified from the information.

This School is committed to protecting the privacy of individuals and handles all personal information in a manner that complies with the DPA 2018. It is the **personal responsibility** of all employees (temporary or permanent), Governors, contractors, agents and anyone else processing information on our behalf to comply with this policy.

Storage of any such information should be in line with the Data Protection Act 2018.

Any deliberate breach of this policy could amount to a criminal offence under one or more pieces of legislation, for example the Computer Misuse Act 1990 and the DPA 2018. All breaches will be investigated and appropriate action taken.

Employees should report concerns to a senior member of the School.

4.4 Gifts

Employees should not receive or accept gifts, loan, fees, hospitality or other reward **which influences the way** in which duties are carried out.

For transparency if an employee is **given low level “thank you” gifts from parents or children e.g. homemade gifts, flowers, chocolates, biscuits etc.** then they should let the school know. In all cases a professional judgement should be made around what is acceptable, proportionate and appropriate. If in doubt the employee should seek guidance from the Head teacher of the school.

Employees have a responsibility to report any such reward or suspicions of any such awards to the **appropriate person within the school.**

4.5 Use of Internet and Social Media

The use of the Internet and Social Media in the work place can be very useful but also can be open to misuse. Employees must take every step to protect themselves when using such ‘media’ and **must refer to the Social Media policy that is contained within the School Child protection & Safeguarding in School Policies.**

Employees must also be careful when using social media personally to ensure that no activity relates negatively on the Schools reputation. Should such information be brought to the Schools attention, the disciplinary process may be followed.

4.5 Use of technology

Staff are not permitted to use personal technology devices while working directly with pupils and/or during their hours of work. These should only be used away from areas children access.

Where professional technology devices are provided to staff for the purpose of their role and responsibilities, these are permitted.

Staff have a responsibility to model safe practice and use of technology devices at all time.

Staff engaging in online learning should display the same standards of dress and conduct that they would in the real world; they should also role model this to pupils and parents.

4.6 Raising Concerns – Safeguarding

Safeguarding and promoting the welfare of children is everyone’s responsibility. All staff should be committed to working in a culture where the values of the school and effective safeguarding are upheld, this includes openness, trust and honesty. All staff are responsible for implementing and reinforcing these values.

All schools have a standalone child protection and safeguarding in schools policies with appropriate appendices and related safeguarding procedures. For avoidance of doubt **all school staff** need to be aware and implement the principles of its content.

It is important to note that these policies supplement and work within the overarching Telford & Wrekin Local Safeguarding Partnership procedures, for avoidance of doubt, these can be viewed at [Telford and Wrekin Safeguarding Partnership website](#). These policies are pivotal to all areas safeguarding and any actions that may be considered, taken and expected of those that work and interact with children.

It is also acknowledged that “Working Together” 2018 and “Keeping Children Safe in Education” 2021 Parts 1-5 are viewed on the same principle & Annex A & B. For schools with early years children on roll Section 3 of the Statutory Framework for the Early Years Foundation Stage 2021 should also be viewed.

On a general level the highest standards of safeguarding conduct are expected from the whole school community. It is important to note that in particular well known and peripheral areas of safeguarding concern should be paramount to a child’s welfare namely;

- Four Defined Categories of Abuse - Sexual, Emotional, Physical and Neglect as defined in “Working Together” 2018
- Extremism & Radicalisation (Statutory - “Prevent duty guidance” March 2015)

Furthermore staff are expected to encourage pupils to respect the fundamental British values of democracy, the rule of law, individual liberty and mutual respect, and tolerance of those with different faiths and beliefs. Staff should ensure that partisan political views are not promoted in the teaching of any subject in the school and where political issues are brought to the attention of pupils, reasonably practicable steps have been taken to offer a balanced presentation of opposing views to pupils.

Further areas (amongst others) for all staff to note are;

- Children That Have Gone Missing (T&W Missing Children Process 2016)
- Children Missing From Education - Whether Authorised or Not
- Poor/Irregular Attendance (Protocol for Identifying and Maintaining Contact with Children Not Receiving Education)
- Children Abused Through Exploitation (CATE) -T&W Pathway Process
- Harm
- Drug and substance misuse
- Suicide Intervention
- Fabricated and induced illness

School Child Protection and Safeguarding Policies will take account of all these issues and other areas and therefore staff conduct in addressing any safeguarding concerns is paramount and doing nothing is not an option. All concerns for a child’s welfare should be responded to and reported as set out in our Child Protection & Safeguarding policy. A delay in responding and reporting concerns for a child’s welfare beyond what is reasonably practicable is a breach of this code of conduct.

If anyone working in the school community identifies a concern about a breach of this code of conduct, they must ‘speak up’. All those working in the school community must follow the school Whistleblowing Policy.

Creating a culture in which all concerns about adults (including allegations that do not meet the harms threshold are shared responsibly and with the right person, recorded and dealt with appropriately, is critical. If implemented correctly, this should encourage an open and transparent culture; enable our school to identify concerning, problematic or inappropriate behaviour early; and minimise the risk of abuse. A culture of vigilance will help to ensure that adults working in or on behalf of our school are clear about professional boundaries and act within these boundaries, and in accordance with the ethos and values of the institution.

Low Level Concerns

All staff should report concerns that are of a 'low-level'. This can be a concern of any kind, this can include a member of the school community acting in a way that:

- does not meet the allegations thresholds or of a level to refer to the LADO
- that does not uphold the school code of conduct, including out of work.

All 'low-level' concerns must be reported to the Headteacher. They may choose to delegate the investigation of 'low-level' concerns to other members of the senior leadership team. Where the concern pertains to the Headteacher, this should be reported to the chair of the governing body. Failure to report or respond to such concerns would constitute a failure in professional responsibilities to safeguard children and promote welfare.

The school has a full policy on managing low level concerns and allegations against staff which can be found on sharepoint.

Staff should understand the importance of challenging inappropriate behaviours between peers, including peer on peer sexual violence and sexual harassment. Downplaying certain behaviours, for example dismissing sexual harassment can lead to a culture of unacceptable behaviours, an unsafe environment for children and in worst case scenarios a culture that normalises abuse leading to children accepting it as normal and not coming forward to report it.

4.7 Conflicts of Interest

Employees must be mindful to avoid personal circumstances which could lead to conflict of interest and should discuss/report any potential conflicts of interest with the Head teacher as soon as possible.

4.8 Health & Safety

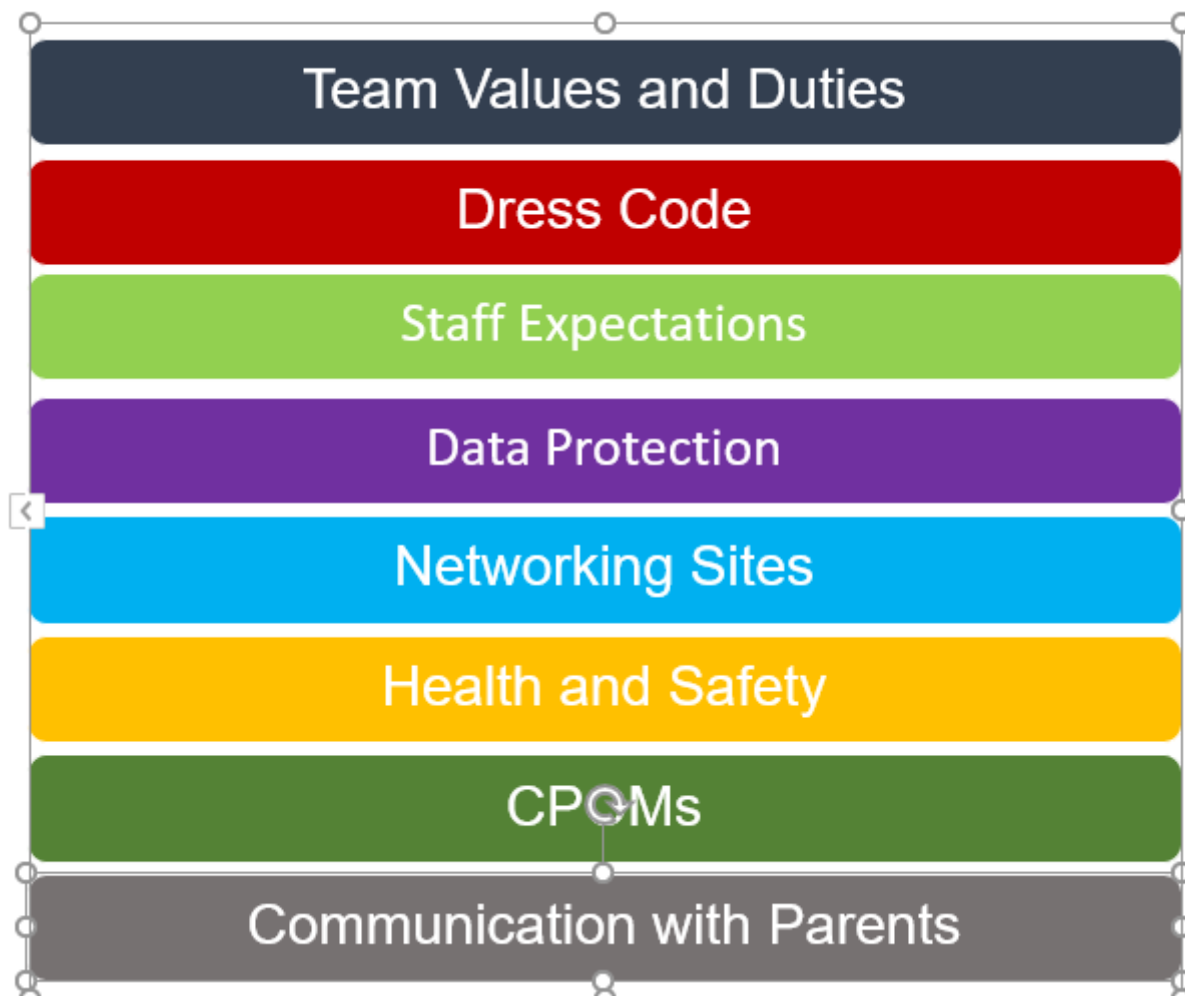
The School will endeavour to abide by Health and Safety legislation to ensure the safety and well being of employees at work.

Employees are expected to adhere to the schools Health and Safety Policy and guidance to keep themselves and others safe at work.

Employees also have their own duty of care to take care of themselves and anyone else affected by their actions or failings.

PLEASE SEE APPENDIX 1 FOR FURTHER EMPLOYEE CODE OF CONDUCT

APPENDIX 1



Team Values and Duties

Integrity

- We are transparent and honest in everything we do.
- If we make an error, we are honest and we learn from it.
- We identify our strengths and next steps seeking support where needed.

Teamwork

- We support and help each other; if something is not working, we talk about it and come up with a solution.
- We all agree to commit to the same values and vision.
- We do our job role to the best of our ability as we know it will impact the whole team.

Lead by Example

- We treat each other with respect and dignity.
- We display to the children the behaviour we want them to emulate.
- Role models to each other, our pupils and our parents.
- We understand that not dealing with undesirable behaviour is the same as accepting it.

Children Always Come First

- Every decision we make will be to further improve the quality of teaching for our pupils.
- We understand that if SLT has made a request from us, it will have done this because it is in the best interests of the children at this time.

Code of Conduct

- It is expected that all staff adhere to this at all times for the safety and dignity of all staff and pupils.
- All staff must uphold public trust in the profession and maintain high standards of ethics and behaviour, within and outside school, by:
 - Treating pupils with dignity, building relationships rooted in mutual respect, and at all times observing proper boundaries appropriate to a teacher's professional position.
 - Having regard for the need to safeguard pupils' wellbeing, in accordance with statutory provisions.
 - Showing tolerance of and respect for the rights of others.
 - Not undermining fundamental **British values, including democracy, the rule of law, individual liberty, mutual respect and tolerance of those with different faiths and beliefs.**
 - Ensuring that personal beliefs are not expressed in ways which exploit pupils' vulnerability or might lead them to break the law.
 - Upholding the reputation of the school both in and out of school.

Duty of Care

This school has a duty of care to the pupils within it and also to all employees. This duty should be at the heart of all employee and employer practice.

Pupils – employees at Holmer Lake have a duty to keep pupils safe and protect them from harm. Given the position of trust this places employees in, employees are expected to take reasonable steps to ensure pupils' safety and wellbeing. Please refer to behaviour, anti-bullying, child protection and health and safety policies.

Employees – employers should provide a safe working environment and appropriate guidance regarding safer working practices. They should also ensure that employees are treated fairly and reasonably in all circumstances. Employees will be informed of all relevant policies as part of their induction. Where a new or revised policy is adopted, the school will ensure each employee has access to it.

In addition, each employee has a personal duty to take care of themselves and anyone else who may be affected by their actions or failings.

Employees should:

- Understand the responsibilities of their role and the sanctions should these not be followed.
- Act and be seen to act in the pupil's best interest.
- Act in a way to protect the school's reputation.
- Avoid conduct which could lead to question over motivation and intentions.
- Act in line with school policy and procedure.
- Take responsibility for their own actions and behaviour.
- Speak up promptly about any concerns they have, to a senior member of staff.

Employers should:

- Clarify what is expected of an employee at work and where relevant, outside of work.
- Provide a safe and healthy working environment.
- Provide support for your rights and recognise diversity.
- Foster a culture of openness and support.
- Ensure that appropriate policies are adopted, implemented, monitored and reviewed e.g. employee policies, child protection, code of conduct.
- Ensure that employees have access to and understand guidance, related policies and systems that are in place.
- Ensure that employees are not placed in a vulnerable position.
- Ensure that those who provide services or activities are aware of safeguarding policies and procedures.
- Treat employees reasonably and fairly.

Complaints

- Should an employee have a concern with the way in which they are being treated by their employer, the grievance process should be followed. Advice should be sought by the employee from their relevant trade union.
- Should an employee have a complaint relating to the school then they should use the relevant policy e.g. Speak Up, Child Protection Policy or School's Complaints Policy.

- Should the employer have concerns regarding employee conduct, the employer will try to resolve the matter at the lowest possible level i.e. through discussion with the employee. For more serious matters, the school will refer to the relevant employment policy e.g. discipline.

Whistle Blowing – Speak Up

- If you have any concerns that there may be a breach of a code of conduct, it is important that you speak up. Speaking up early helps to protect you, makes investigations easier and could protect the school reputation. **Please refer to the Speak Up Policy.**
- Employees must be mindful to avoid personal circumstances which could lead to conflict of interest.

Dress Code

- At all times staff will dress and present themselves in a professional/ smart manner. Please be mindful of your hemlines/necklines. **Denim to be worn on non-uniform days only.**
- Teachers, cover supervisors and teaching assistants to wear clothes suitable for P.E. on the days that these sessions are taking place. This will help enforce the National Curriculum standards for P.E. with the pupils. P.E. tops have been provided.
- Pupils will wear no jewellery during P.E. lessons. Staff should remove or cover up any jewellery they wear during P.E. lessons; again, this is helping to reinforce standards for the pupils.
- Please check Office 365 daily in order to support the communication between staff. This includes your emails and the shared Holmer Lake calendar.
- If you are arranging meetings or organising dates, for any purpose, this **MUST** be added to the shared Holmer Lake calendar.

Staff Expectations

- The staff room must always be kept tidy. Please remember confidentiality if in the presence of non-professionals.
- It is everyone's responsibility to keep the school looking tidy – e.g. if a display needs to be tidied up, returning resources, keeping photocopying area tidy etc.
- Remember to hand in any photocopying to the resource team in advance.
- All staff must be punctual and be ready to start for their contracted time – e.g. if you start at 8:45am then you should be in class and ready to work at 8:45am.

- Deadlines must be met. If you think that you will have difficulty meeting a deadline then you should speak an Assistant Headteacher before the deadline date to negotiate an extension. Failure to liaise will not be accepted.
- Any member of staff who is ill will need to ring the Headteacher directly between the hours of 7.00am-7.30am to report their absence. **Harv Kumar direct number is 07812 370839.** You must speak to the Headteacher directly. Please do not leave a message or get a partner to ring in for you. If the phone goes on to answer phone you must call back until you get hold of him/her. Leaving a message is not acceptable.
- If you feel under the weather for example a sore throat, headache, earache, cold then you should take some medication and still come into work. This is our expectation for the pupils and therefore the staff need to adhere to this as well.
- If for any reason you miss a staff meeting, e.g. you are attending training, you must read the minutes/ relevant documents in order to ensure you are kept up to date.
- Appointments should be made outside of school hours and should not coincide with any directed hours.
- Only authorised leave agreed by the Headteacher is allowed.
- Staff well-being – staff can speak to their line manager regarding school issues, we can offer a counselling service for staff support.
- Staff should not be sending emails during contact time with pupils, these should be read and addressed during non-contact time with pupils (before school, break, lunch, after school etc). Staff also should not be working on laptops when during contact time with pupils.
- Please ensure that you are mindful of how you position yourselves as adults in class – adults should not be sitting with their backs to the class/a group of pupils. You should be able to visually check all pupils at all times.
- During contact time with pupils' books can be live marked with the children, but staff should not be marking whole sets of books.
- Staff should ensure that they remain professional with pupils and do not over familiarise with them – e.g. by calling the buddy/mate/pal/drama queen etc.
- Under new safeguarding regulations should any member of staff be convicted of a crime or receive a warning from the police they must inform the Headteacher immediately.

Gifts

- Employees should not receive or accept gifts, loan, fees, hospitality or other rewards which influences the way in which duties are carried out.
- Employees have a responsibility to report any such reward or suspicions of any such awards to the **Headteacher**.

Behaviour

A staff member must be available at the class door to greet and release pupils.

The other staff member must ensure that pupils are settled as quickly as possible.

Pupils must move around the school quietly and must walk – all staff are responsible for addressing this if it is not happening.

Data Protection

- **Under no circumstances should any information about a pupil be carried on a data stick or laptop.** Office 365 SharePoint or OneDrive should be used as a secure method of storing and transporting information. Always make sure that you log off or lock the computer if you leave the station/desk.
- Ensure that you do not leave confidential documents lying around.
- For the leaders and office staff in school we operate a clear desk policy and no information is to be left lying around. All SEND or child protection data should be placed securely in the appropriate cupboards and any child protection information must be locked away.
- Only use initials of a child when liaising in writing with other professionals that do not work at Holmer Lake.

Networking Sites

- **Staff should not be friends with parents, pupils, governors or ex pupils.** Staff should also ensure that the content of what they put on Facebook or other social media sites cannot be construed as unprofessional or be detrimental to the school.
- All social media accounts must be password protected and security must be set to the highest settings.
- Any staff using social media sites for school must ensure that they are following the social media policy and ensure that no inappropriate comments are made.
- School specific social media accounts should be used in a positive way.
- If you see any posts linked to the school, in any way that you are unhappy with, please inform SLT immediately.

Health and Safety

- **All staff are responsible for health and safety on site.** All fire and child protection training should be completed along with any other training as directed. Regular visual health and safety checks of classrooms and equipment used should be carried out by all staff.
- Please remember staff should not be walking around the site with hot drinks in mugs whilst the pupils are on the premises. Drinks can be taken into classrooms before pupils arrive, break times, lunchtimes and after school in flasks/cups with lids.

- Mobile phones should not be used during contact time with pupils and should only be used in the staff room. If an emergency occurs, then the office can be contacted and a message can be given to you straight away. This will also help the SLT know that an incident has occurred and we may have to release staff. **Staff should not take photographs of pupils on their own cameras or mobile phones.** Please refer the data protection policy regarding consent for the use of photographs within school.
- Pupils are not allowed chewing gum in school. Staff should also refrain from chewing gum during school time.
- Health and safety risk assessments should be carried out by all staff when undertaking a risk activity e.g. cooking, DT, science lessons and clubs/trips, wet play.

Accident Reporting

- All accidents occurring in school and as a result of school activities should be recorded and reported to the Local Authority.
- Please complete an accident form – they are obtainable from the admin team - and give it to the Headteacher.
- All accidents will be investigated to find out not only what happened, but why, with a view to preventing a recurrence.

Fire

- All rooms should have a fire instruction card on display. If it is missing, please ask the admin team for a replacement. If there is a fire, or a practice, then the instructions listed on the red cards displayed in every classroom are to be followed.
- Teachers should discuss the evacuation procedure with their class at the beginning of each term and practise it from time to time. Fire practices will be held termly.
- Evacuation from hall – teachers should lead the way from the hall and the most senior teacher should control the evacuation.
- The Assembly Point is at the far side of the middle playground.

Visitors

- Staff are responsible for challenging any strangers on the site and door codes should not be given to anyone unless permission is given by the Headteacher.
- ID badges must always be worn.
- **Green lanyards** will be worn by any visitors that have been DBS checked.
- **Red lanyards** will be worn by any visitors that have not been DBS checked – these visitors **cannot** move around the site without a member of staff.
- Ensure that any personal/private information is not publicly displayed. Including medical information, allergies, etc. Store this information in a folder where the appropriate staff can access it.
- Access to all doors requires a fob so please ensure these are closed behind you.

CPOMs

- If you are concerned about a child as a result of a disclosure they make, their appearance or a change in behaviour; please enter onto CPOMS immediately and alert a designated safeguarding lead – Harv Kumar, Helen Watson, Anna Baylis, Joanne Birch, Hannah France or Helena Hogg (BC/ASC) who will make a decision based on the information shared. Insignificant worries often build up a picture of a serious concern over time. IF IN DOUBT – RECORD.
- You have a right and responsibility to follow up on the concerns you have raised and should check with the DSL that the concern is being dealt with. They may not be able to give you full details but should be able to give you a brief update via CPOMS.

Recording on CPOMS

CPOMS entries must be appropriate in their form and style to ensure consistency amongst all staff. You must follow the guidance below when making entries in CPOMS:

- Always start an entry with your full name followed by your initials then only use the initials afterwards in the text. For example: Harv Kumar (HK) made an entry in a child's incident log. HK then contacted the class teacher Helen Watson (HW) who followed up the incident with the mother of the child. HW reported that the mother was unaware of Bobby Smith (BS) not completing his homework.
- Please keep entries **factual and succinct**. Try to convey the concern clearly and concisely. Please do not give every detail unless it is relevant. It is important that the meaning is not lost because the essential detail is lost in a lengthy description.
- Please tag other children in the incident to link the one incident to save having to copy it over to the other children involved.
- Please ensure you outline what **ACTION** you have taken, who have you **INFORMED** and what the **OUTCOME** was. You must clearly state what you have done.
- Please clearly state what action you have taken to reduce incidents of unacceptable behaviour being repeated. Please clearly state what sanction has been imposed linked to the behaviour policy.
- Please make sure you record positive behaviour as well. It is vitally important that those pupils who are making good choices and being positive role models are acknowledged.

If a child makes a disclosure, it is acceptable to ask them the following and record their response:

- When did this happen?
- Do you have a bruise or swelling? Where is it on your body?
- When was the last time it happened?
- Has this happened before?

- Who was the person who hurt you (because we have children from families with multiple partners who often call someone mom or dad but in reality, they are not biological mom or dad, it is important we ask the child the proper name of the person to aid a possible investigation and confirmation of the identity of the alleged perpetrator)?
- Was there anyone else there?
- Who did you inform about your concern?

If you are describing an injury, please ensure you describe its location accurately on the child's body. For example:

- Bruising purple in colour to the child's upper right inner arm four spaced in an arc in the shape of fingertips.
- Swelling egg shaped on the child's left side of the head just above the hair line, but visible due to their short hair, the swelling is approximately the size of a two-pound coin or 30 mm in diameter.
- Please use the body map on CPOMs to indicate any injuries/bruising.

Communication with Parents

- **School business should not be discussed out of school as this puts some parents at an advantage and a large majority of parents at a disadvantage. At times, it may also lead parents to expect that they can ask for preferential treatment in terms of knowing new classes and information about other staff.**
- Information should only be shared with parents through the official channels. Staff should not be sharing any information about the school, its staff or pupils with parents through unofficial channels.
- If contact must be made with a parent this should be recorded in the appropriate manner (CPOMs).
- Your dedicated role in school is to support pupil learning and offer equal opportunities to all pupils and parents. Therefore, the following protocol will be used by all staff at all times, this needs to be made clear to all parents who currently have their first name used.
 - Parent/carer title and surname to be used when contacting parents/carers.
 - Teacher's title and surname to be used in front of parents and pupils – for example "Mrs. Watson".
 - When referring to other staff in school, please use their title and surname so this does not cloud the relationship with other staff.
 - If a parent asks for information, please let a member of SLT know as soon as possible.
 - Be careful if parents become over friendly, telling you things which are from their point of view about squabbles between children etc – you do not want to be quoted on Facebook. If in doubt refer to SLT.
 - Direct parents back to their child's class teacher or SLT if you feel that they are speaking to you to remedy a concern.

Letters To and From Parents

- Any letters to parents must be shown to the Headteacher before being sent home. Copies should be given to the office so they can be scanned onto Bromcom/parentpay.
- All letters from parents must be kept in a safe place by teachers. Any letters referring to serious matters or to matters the Headteacher should know about should be shown to her/him. This is left to your discretion.

Parent Concerns/Complaint

- If parents have a concern/query/complaint, this will always in the first instance be discussed with the class teacher. The admin team will ask teachers to contact the parent.
- If the parent is unsatisfied with the outcome of his/her discussion with the class teacher or the class teacher needs further support, then Assistant Headteacher will be involved.
- If the parent is unsatisfied with the outcome of his/her discussion with the Assistant Headteacher or the Assistant Headteacher needs further support, then the Headteacher will be involved.
- Safeguarding concerns can be discussed directly with a DSL or class teachers can request a DSL to attend the meeting.
- If the Headteacher feels that a particular parent is monopolising staff time, then the Headteacher may ask the parent to direct all queries straight to her/him to support staff members.