



We welcome visitors to our school.

We will act to ensure it remains a safe place for pupils, staff, parents and other members of our community.

If you threaten or assault anyone in the school, or persist in abusive behaviour, you will be asked to leave or be removed from the premises and may be prosecuted.

Parents' expectations of the School

Parents/carers/members of the public who raise either informal or formal issues or complaints with the School can expect the School to:

- Explain clearly how and when problems can be raised with the School,
- respond within a reasonable time
- be available for consultation within reasonable time limits respond with courtesy and respect
- attempt to resolve problems using reasonable means in line with the school's complaints procedure
- keep complainants informed of progress towards a resolution of the issues raised

The School's expectations of parents/carers/members of the public

The School can expect parents/carers/members of the public who wish to raise problems with the School to:

- treat all school staff with courtesy and respect
- respect the needs and well-being of pupils and staff within the School
- avoid any use, or threatened use, of violence to people or property
- avoid any aggression or verbal abuse
- recognise the time constraints under which members of staff in schools work and allow the School a reasonable time to respond
- recognise that resolving a specific problem can sometimes take some time
- in the case of a complaint, follow the School's complaints procedure