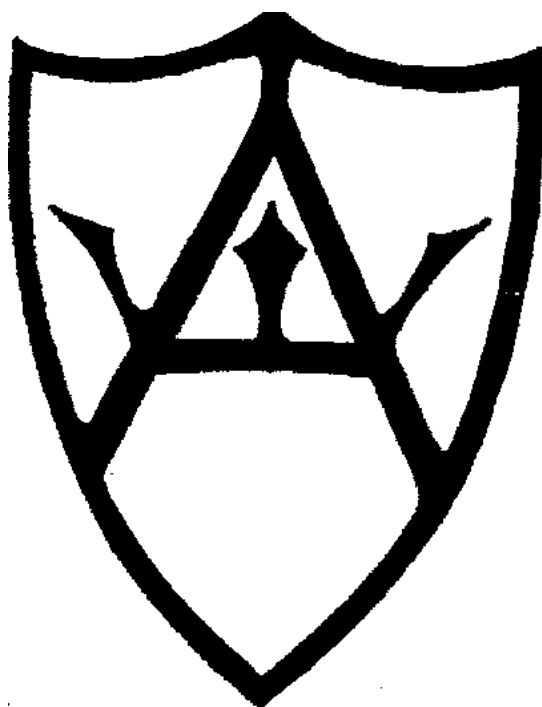


Alfriston School



Open Door Policy

May 2023

Welcome to Alfriston Primary School where we operate an 'Open Door' Policy to parents/carers. The purpose of our Open Door Policy is to encourage open communication, feedback and discussion.

We value the input parents make to the school. If you have any worries or concerns about your child's education or well-being, then we believe that it is far better that you come into school and discuss them.

For any worries or concerns about your child's education:

1. in the first instance you should discuss it with the class teacher
2. if you then still have any worries or concerns then you should speak to the Head Teacher

For any worries or concerns about your child's friendships or well-being:

1. in the first instance you should discuss it with a member of the class support team or the class teacher
2. then with a member of the Senior Leadership Team (Mrs Fitzgerald and Miss Foster)
3. if you then still have any worries or concerns then you should speak to the Head Teacher

Following these process allows issues to be resolved and explained.

Staff will listen to your concerns and work with you to resolve any issues that you might have. Staff and parents are expected to be reasonable and fair to all parties. It is in the best interests of all our children to work together.

We are able to maintain our 'Open Door Policy' by requesting your co-operation with the following rules. Thank you.

- All visitors to the school must report to the school office upon arrival.
- Class teachers are busy before school preparing for the day ahead so are unavailable for an Open Door Meeting. If you have an urgent matter that needs to be passed on to the class teacher please speak to either the member of staff on the member of staff on the gate or contact the school office.
- Our Parent/Carer Co-ordinator (Mrs Tanya Fitzgerald) is available every morning at the beginning of the school day at the front entrance of the school. She will be happy to make a note of your concerns and ideas then act accordingly to resolve them.
- Class teachers will usually be available for an Open Door meeting at the end of the school day, during handover. In some cases, the teacher may not be available for genuine reasons and a different meeting time should be arranged.
- Staff are unable to leave the classroom during lesson time to speak to parents unless the meeting has been pre-arranged.
- If you feel that the matter needs more than 10 minutes to discuss, then parents should phone the school office to make an appointment to see the member of staff at a mutually convenient time. Please make sure to state the purpose of the meeting request.

- Staff may also be available to take phone calls, when they are not available please leave a contact number so that the member of staff may call you back at a different time.
- At no time should parents/carers raise their voices at staff, particularly in front of children. Aggressive or threatening behaviour is also unacceptable. Anyone who misuses the Open Door Policy may be asked to leave the school premises and future meetings will only be held after a prior appointment is made. Please also see our 'Code of Conduct' for parents, carers and visitors.
- In the spirit of our Open Door Policy, we hold meetings and forums for parents/carers throughout the year to discuss new initiatives, issues/policies and events.