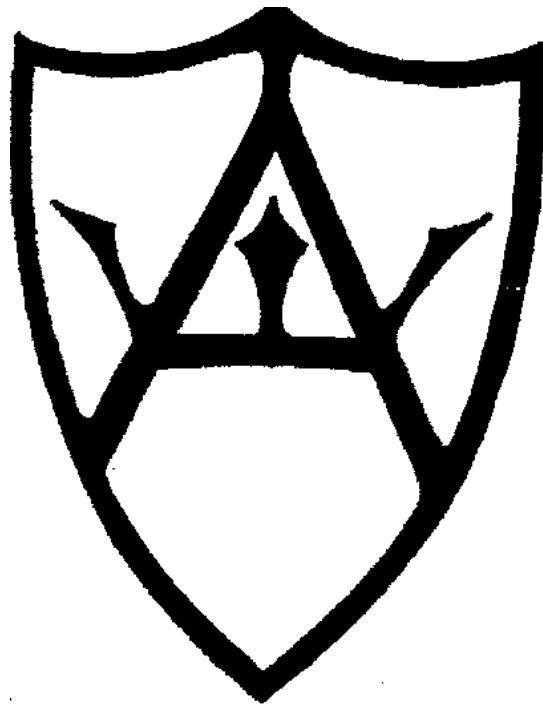


Alfriston School



Open Door Policy

May 2026

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/carers 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 Headteacher

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 teacher
2. Then with a member of the Senior Leadership Team (Mrs Fitzgerald or Miss Foster)
3. If you then still have any worries or concerns, then you should speak to the Headteacher

Following this 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/carers 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 meetings.
- Our Parent/Carer Co-ordinator (Mrs Tanya Fitzgerald) is available every morning at the beginning of the school day at the gate. Please let her know if there is an important message about your child that you would like passed onto the class teacher, she is happy to do this. If you have any other concerns or comments she will be happy to make a note of these and 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, please contact the school office to make an appointment at a mutually convenient time. Please make sure to state the purpose of the meeting request.
- Staff may 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 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.