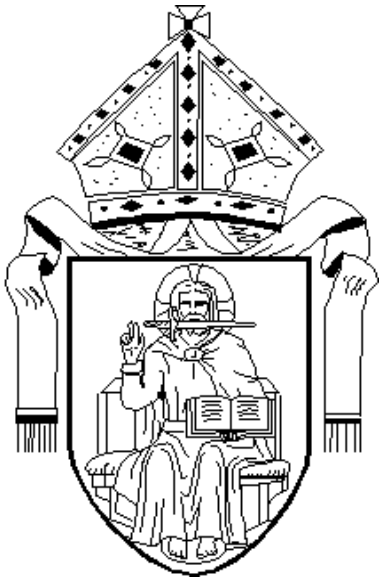

Family Agreement – Communication with Staff

Written: April 2026
Next review: April 2028

Family Agreement – Communication with Staff

At St Paul's CE School, we value the strong relationships we have with our parents and carers. Working together in partnership helps us to support the wellbeing, safety and education of every child.

Positive and respectful communication between home and school is a key part of this partnership. This agreement sets out how we can all work together to keep communication clear, supportive and constructive. It applies to all interactions with school staff, including office staff, teachers and support staff—whether in person, by telephone or via email.

The parties agree that messaging platforms, including WhatsApp, must not be used to raise complaints, express grievances, or post comments that could reasonably be considered negative, derogatory, or harmful in relation to the school, its staff, students, or wider community. Any concerns must be raised through the school's formal communication and complaints procedures. Failure to adhere to this expectation may result in appropriate action being taken in line with the school's policies.

Our Commitment

All staff at St Paul's CE School will:

- Treat families with courtesy, respect and professionalism
- Listen carefully to any concerns and respond as helpfully and promptly as possible
- Work together with families to resolve issues in the best interests of each child

How We Ask Families to Communicate

We kindly ask that all communication with staff is:

- Respectful and polite, even when there are concerns or differences of opinion
- Calm and considerate in tone and language

- Mindful of timing and method, understanding that staff may not always be immediately available
- Focused on finding solutions and working together positively

When Communication Becomes Difficult

In rare situations where communication does not reflect these shared expectations, the following behaviours are not appropriate:

- Aggressive, intimidating or threatening language or behaviour
- Shouting, swearing, or the use of offensive or discriminatory language
- Personal comments or accusations directed at staff
- Repeated or excessive contact that feels unreasonable in tone or frequency
- Raising concerns in public areas or in front of children
- Recording conversations without permission

Raising Concerns

We always encourage families to share any concerns, and we will do our best to support you. It is most helpful when concerns are raised by:

- Following the school's communication and complaints procedures
- Allowing time for staff to look into the matter and respond
- Understanding that some issues may take time to resolve

If Communication Falls Below Expectations

If communication becomes inappropriate, we may need to take steps to support staff wellbeing and maintain a positive environment. This may include:

- Bringing a phone call or meeting to a close
- Asking for future communication to be in writing
- Following up to explain concerns and clarify expectations
- In more serious or ongoing situations, taking further action in line with school policies

Working Together

By communicating respectfully and working together, we create a positive environment for everyone—especially for the children, who benefit from seeing adults model kindness, patience and understanding.

Thank you for your continued support in helping St Paul's CE Primary School remain a welcoming, safe and supportive place for all.