

Carlton Junior and Infant School

September 2019

Open Door Policy

Welcome to Carlton Junior & Infant School where we operate an 'Open Door' Policy to parents. 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, then we believe that it is far better that you come into school and discuss them – in the first case with the class teacher, then with a member of the Senior Leadership Team and then the Head Teacher. 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 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:

- All visitors to the school must report to the school office upon arrival.
- 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.
- 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.
- Our Parent Co-ordinator is available at different times of the week during the end of the day handover. She can be located on the playground and will be happy to make a note of your concerns and ideas then act accordingly to resolve them.
- At no time should parents raise their voices at staff, particularly in front of children. Aggressive or threatening behaviour is also unacceptable (Parent Code of Conduct). 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.

Policy	
Title	Open Door Policy
Date Revised and Agreed	September 2019
To be Reviewed	September 2021
Reviewed by	All
Frequency of Review	Biennial