



## **Gordon's School School and Parent Charter**

The School prides itself on having a positive relationship with all its stakeholders, and particularly with our very supportive parents. There are occasions however when emotions can run high, and staff will always try to address and resolve such occasions in a calm and constructive manner.

We would ask that parents also maintain a calm and constructive approach to resolving problems.

We ask therefore that staff and parents alike demonstrate the following courtesies when raising or resolving issues:

- Speak calmly using a non-raised voice;
- Do not use expletives or other inappropriate language;
- Do not make threats;
- Do not use sexist, homophobic, racist or other discriminatory terms or language;
- Do not make personal comments or inferences about the individual you are talking to.

If ever a member of staff becomes uncomfortable with a conversation, they will inform you that the conversation must end there and will provide the name of their line-manager with whom you should take up the matter. The member of staff is advised to then end the conversation or if necessary ask you politely to leave the room.

If at any time parents do not feel their concern is being resolved or addressed satisfactorily, please ask for the name of the relevant person to whom the issue can be escalated.

In the event that a member of staff displays any of the above behaviours, the matter should be reported to the Head immediately.

**A Moss  
September 2020**