



NONSUCH HIGH SCHOOL FOR GIRLS

WORKING TOGETHER: OUR PARENT PARTNERSHIP CODE

Contents

1	Purpose and scope.....	2
2	Our expectations of parents and carers	2
3	Our guiding principles when we meet.....	2
4	Unacceptable behaviour which will be addressed appropriately	3
5	Breaching the Partnership Code	5

Note: throughout the policy “parents” denotes “parents and carers”

We use the term ‘parents/carers’ to refer to:

Anyone with parental responsibility for a student

Anyone caring for a child (such as grandparents or child-minders)

Reviewed and Approved by the Local Governing Body:

July 2025

Next Review:

Summer 2027

Policy Notes may be subject to review and revision at any time by the Nonsuch Local Governing Body notwithstanding that the next review date has not been reached

Review dates are for guidance only and whilst the intention is always to arrange reviews within the stated time frame all Policy Notes will remain in force until this has taken place and been formally approved by the Nonsuch Local Governing Body

1. Purpose and scope

At Nonsuch High School for Girls, we believe that a strong, respectful partnership between home and school is essential for the success and wellbeing of every student. We are committed to working together with parents and carers to foster an environment that is safe, supportive, and inclusive for all. This document sets out our shared values and behaviours to help maintain positive and effective communication, in line with our school's Communications Policy and the Girls' Learning Trust's Complaints Policy.

Together we will:

- Create a welcoming and respectful environment for all members of the school community.
- Listen to concerns and respond appropriately, honestly, and constructively.
- Model behaviour that reflects our PRICE values to support student growth and development.

2. Our partnership with parents and carers

We are proud of the relationship we have with our families and work to nurture that through mutual respect and shared purpose. Together we will:

- Respect and uphold the ethos, values and vision of the school.
- Work collaboratively with staff to support students' learning and development.
- Communicate with openness, honesty and courtesy, modelling respectful behaviour at all times.
- Approach staff calmly and constructively to resolve concerns through the proper channels.
- Avoid behaviours that may undermine the school's policies or cause division.
- Support our students in meeting the school's expectations, reinforcing a consistent message between home and school.

We encourage timely and open disclosure from parents/carers of any circumstances that may impact their child's education or welfare, helping to maintain a trusted, safe and supportive school environment.

3. Working Together: Our Approach to Meetings

We value every opportunity to meet and collaborate with families. When we meet, we aim to:

- Keep the student's best interests at the centre of all discussions.
- Be respectful, solution-focused, and open to each other's perspectives.
- Listen without interrupting and communicate using clear and constructive language.
- Uphold confidentiality and protect the dignity of all parties.
- Avoid recording meetings unless agreed in advance by all involved.

If at any point a meeting no longer feels respectful or productive, it may be brought to a close. In such cases, a senior member of staff will follow up to arrange a more suitable time or approach

4. Supporting a Respectful Environment

We all have a responsibility to contribute to a positive school climate. We will not tolerate behaviour that compromises the safety, wellbeing, or dignity of any member of our community. This includes:

4.1 On-Site Conduct

The Headteacher has a legal and moral responsibility to keep everyone safe on site. We ask that parents:

- Access the school site only during permitted times or with prior arrangement.
- Attend meetings by appointment only.
- Respecting our no-pets policy (except for assistance dogs).
- Avoiding disruptive or aggressive behaviour at school events or on school grounds.

4.2 Communication

- Using respectful, non-abusive language in all forms of communication (verbal, written, email, social media).
- Raising concerns through appropriate channels, not through public or online forums.

4.3 Behaviour

- Avoiding aggression, threats, or physical intimidation towards staff, students, or other parents.
- Not engaging in actions that damage school property or compromise school safety.

4.4 Safeguarding

- Avoiding aggression, threats, or physical intimidation towards staff, students, or other parents.
- Not engaging in actions that damage school property or compromise school safety.

5. Use of Social Media

We recognise that social media is a powerful tool for communication but must be used responsibly. Public forums are not the appropriate place to raise concerns about school staff, students, or other parents. This may not only damage relationships but also contravene our safeguarding and behaviour policies. We encourage parents to:

- Speak to school staff directly to resolve concerns.
- Avoid posting comments online that could be viewed as defamatory, offensive, or inflammatory.
- Remove any such content if requested by the school.

In line with the Girls' Learning Trust Complaints Policy (Sections 9.8 and 9.9), we will act in response to misuse of social media where it may amount to harassment, defamation, or reputational damage. In serious cases, legal advice may be sought.

6. Breaching our Partnership Parent Code

If concerns arise regarding conduct that goes against this Code, we will act proportionately and in the spirit of maintaining the relationship. Together, we will seek to restore constructive communication.

In line with the Girls' Learning Trust Complaints Policy Section 9, our actions will reflect the Trust's standards for addressing breaches with clarity and fairness.

Steps may include:

- A conversation to clarify the issue and offer support.
- A formal meeting with a senior leader or the Headteacher.
- A written warning if behaviour does not improve.
- Referral to external authorities in cases involving criminal or safeguarding concerns.
- A temporary or permanent ban from the school site in extreme cases.

Our approach will always be guided by our school values, the principles of fairness, and our duty to protect the wellbeing of our students and staff