

	Name of School	Gidea Park Primary School
	Policy review Date	May 2016
	Date of next Review	May 2020
	Who reviewed this policy?	Amanda Conner

Open Door Policy

Welcome to Gidea Park Primary 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/carers 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 if you feel this has not been resolved, with a member of the Senior Leadership Team and then the Head Teacher. Following this process allows concerns to be addressed.

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. Thank you.

- All visitors to the school must report to the school office upon arrival. Parents approaching teachers in classrooms without a prearranged appointment will be directed back to the school office. This is for the safety and security of our pupils and staff.
- 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 Home School Support Worker is available at different times of the week if you would like any advice regarding how to develop your child's coping strategies either at school or at home. You can contact her via the main school switchboard and she will be happy to work with you 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. 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 and with another member of staff present.
- In the spirit of our Open Door Policy, a Parents Forum meets regularly to discuss new initiatives, issues/policies and events.