



February 2022

Dear parents and carers

Parent Communications – Code of Conduct

The Perins MAT believes that good communication between staff and parents is very important in ensuring that all our pupils get the best learning experience and the support that they need. We pride ourselves on being an inclusive organisation with great relationships with our community and hope that everyone involved with the school feels able to approach us with their concerns and constructive comments.

However, a very small percentage of parents are abusing this relationship and communicating with our staff in ways which cause hurt and distress. Our staff have the right to do their job in a professional manner without being subject to inappropriate language and behaviour.

Today we are publishing a [Code of Conduct for Parental Communication](#) which sets out appropriate ways to communicate with our staff to ensure that they can respond to any concerns effectively and in the best interests of our pupils.

We may also, from the 28th of February 2022, record all incoming and outgoing phone calls to the MAT schools and our [Privacy Notice for recording of telephone conversations](#) sets out how we will do this and what we will do with the information obtained. It also states what parents can do if they do not wish their conversations to be recorded.

Please note that neither of these documents supersedes our Complaints Policy which can be found on our website, and by following this link - [The Perins MAT Complaints Policy](#)

Please note that all MAT and school policy documents are available in print on request to school@perins.hants.sch.uk or by phoning us on 01962 734361.

Yours Faithfully

Ms K Toms

Chair of Trustees – On behalf of the board of Perins MAT

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