

Maintaining positive relations between the school and parents

We all care deeply about our children's education. When everything at school is going well, the relationship between parents and the school is cordial and constructive. However, when things aren't going well, relationships can become strained.

At Farmor's School, we value the relationship we have with parents and seek to resolve any difficulties quickly.

Our commitment

We do our utmost to ensure that all students receive an excellent education.

We set ourselves high standards of professional conduct.

Where we fall short of these high expectations, we learn from this and try to do better next time.

We aim to respond to parent communications within two working days.

We will listen to parents' concerns and consider their point of view.

Where we disagree, we will do so respectfully.

Where we feel we need parents to better support the school and their child's education, we will be candid and kind.

We will always make decisions that we believe to be in the best interest of the child.

What we ask of parents

Please tell us at the earliest opportunity if you have a concern.

Work with us to resolve any concerns informally wherever possible. You can do this by talking directly to the relevant member of staff on the phone or asking for a meeting. We find talking is better than long email exchanges.

Be polite and respectful to members of staff. Please do not raise your voice or use bad language.

Be patient if you do not get an immediate response. Schools are busy places!

The school has clear systems for raising and escalating complaints. Please follow these processes as it helps us to respond appropriately to your complaint.

Where parents take to social media, go to the press, or escalate concerns straight to other authorities without first allowing the school to consider and respond to concerns, it can make things worse, not better. Please use the systems we have in place.

Work with us to achieve resolution. Maintaining an open and respectful dialogue with the school is the best way to move forward.

As adults, we aim to model good manners, respectful disagreement, and compromise for young people to emulate. Thank you for helping us to do so.