

Secondary Parent Protocol

“Our purpose is to create a happy, secure and stimulating learning environment within which all members of our community can achieve their full potential and develop a commitment to lifelong learning.”

St Julian’s School Mission Statement

Preamble

St Julian’s School has always valued the relationship with its parent body and wishes to ensure that open communication between members of staff and parents continues to be a positive feature of school life.

Purpose

As the well-being of our students is our primary concern, this protocol has been designed to ensure that the contact parents have with members of staff outside Parents’ Conferences should be both worthwhile and constructive for both parties and beneficial for the student.

Secondary School Parent Protocol

- The first point of contact is usually the tutor, as the tutor is the person who knows your child best.
- A question can be directly addressed to the teacher, but the tutor should be “cc’d” in this correspondence.
- For other matters, the parent should make the tutor their first point of contact since the tutor has a balanced understanding of their child both from an academic and a pastoral point of view. The tutor will discuss the matter with the teacher and set up a meeting with him/her if it is deemed necessary.
- If a parent wishes to discuss a matter regarding the education of their child they should contact the respective tutor by email to set up a formal meeting. Parents should receive a response from tutors within 24 hours during the working week.

ACADEMIC MATTERS

- There is a straightforward academic hierarchy in the school. This connects tutor to teacher, to Head of Department or Head of Faculty.
- Senior to these managers is the Director of Studies and the Secondary Principal. The Principal of the Secondary school rarely needs to get involved but will be brought in if it is deemed necessary by the Director of Studies.
- The Headmaster is not an appropriate contact unless deemed so by the senior management of the Secondary school.

PASTORAL MATTERS *(behaviour and matters concerning the well-being of students)*

- The pastoral hierarchy connects the tutor to the Head of Year to the Head of Pastoral. Most pastoral issues are resolved by the Head of Year. If the matter is more serious the Head of Pastoral or the Secondary Principal may become involved.

NOTES:

- Teachers and staff at St Julian's should not be approached during school hours, unless in the case of an emergency. If the parent wishes to talk with a teacher an appointment should be arranged through the secondary school office.
- Our experience tells us that Senior management will often be of less use to a worried parent than the tutor, who will know the child better and be able to address the issue more promptly.
- Parents are advised that the Secondary principal and the Headmaster will redirect them to the tutor in order to resolve any matter brought to their attention.
- We do of course realise that very serious matters need to be addressed quickly and efficiently and in some cases this may involve a quick escalation through the hierarchies outlined above. However, for the majority of cases that occur on a day to day basis, this will not be required.

PACT

Parents have another conduit for any concerns they may have with the school and this is the Parents' Association PACT, whose Year Representatives work to ensure that parental concerns are registered and brought up in regular meetings with the Senior Leadership Team. They are invariably well-informed about the school and experienced in the way it functions. They are a helpful and necessary intermediary between parents and the school.

SLT COFFEE MORNINGS

Dates for the SLT Coffee Mornings are available on the school calendar. This forum gives parents an opportunity to raise general questions affecting the year group or a group of students directly with senior management. The procedure for addressing individual concerns has been outlined above. Priority will be given to first-time attendees at the SLT Coffee Mornings. A member of the PACT Executive Committee will be present at every Coffee Morning, to follow up on ongoing matters. Minutes of the SLT Coffee Mornings will be available on the Parent Portal.

This document has been prepared by the Senior Leadership Team in cooperation with the St Julian's School Parents' Association (PACT).

Carcavelos, September 1st 2015