



# CAISTOR GRAMMAR SCHOOL PARENT PARTNERSHIP

**Approved by Full Board of Trustees:**

**December 2025**

**Last reviewed:**

**November 2025**

**Signed:**

*Lucy Jackson*

**Chair of Trustees**

## **Our Commitment to Parents**

1. We promote high standards of personal achievement, morality, and a sense of concern for others.
2. We want all students to feel safe, secure, valued and known at CGS. If you believe we're failing, contact us immediately. We will make it a priority to resolve the matter.
3. We want to work in partnership with parents. We consult with you formally through our annual questionnaire, welcome comments on termly progress reviews and invite suggestions frequently.
4. After the survey, the School will publish a formal response to any themes or concerns that emerge during the survey.
5. Please do contact the School if you have a concern via email and address to the form tutor. Serious matters can be addressed to the Head of Section or the Headteacher.
6. We want to keep you involved in the academic progress of your child by keeping you informed through progress reviews and feedback on class work.
7. We monitor progress carefully and offer students detailed advice in written and verbal feedback. We support students that are struggling and celebrate students' individual successes in assemblies, newsletters and through our rewards system.
8. You have the opportunity to discuss your child's progress with teachers at annual parents' evenings. Further discussions are possible if the appointments are booked in advance.
9. Academic work is challenging and interesting: we want all students not just to achieve, but to exceed their potential.
10. Homework is set regularly via a published homework timetable.

## **Our Partnership with Parents**

1. You must ensure that your child attends School during term time and that they are punctual. Family holidays and other activities must be arranged outside term.
2. Please be honest, open, and respectful in all your dealings with the School. Your child's progress is as a result of our partnership.
3. Please support your child's academic progress in the School closely by checking the parent communication app, MCAS, and their exercise books. Please make it a priority to attend, with your child, Parents' Evenings.
4. Please keep us informed about any developments that might significantly affect your child's progress or happiness.
5. Please support our distinctive ethos and work with the School to ensure that it's expectations and disciplinary policies are applied fairly and consistently: your child is an ambassador for our community whether in the classroom, on a trip or travelling to and from School.

6. Please encourage your child to support School activities, such as plays and concert rehearsals and sporting events, so that these can thrive. Achievement beyond the classroom is as important to us as academic progress.
7. Please support activities organised by the School: your presence gives staff and students a huge boost.
8. Take an active interest in developments at the School and read the weekly letter from the Head.
9. If possible, please become involved with The Friends of Caistor Grammar School. They are an invaluable source of support!
10. Please make a regular contribution to the School Fund to support the extra's we provide for our students.

### **If Things Go Wrong**

1. We have a Complaints Policy. If you contact us, we will investigate promptly and respond considerately.
2. We work together to support your child's and our student's aspirations. We work together to make the School as successful as possible, utilising individual talents. We will sometimes make mistakes. We will try to put them right. We might occasionally disagree, but we will always want to work in partnership.

### **Roles and Responsibilities**

#### **Headteacher**

The Headteacher is responsible for:

- Ensuring that communications with parents are effective, timely and appropriate
- Ensuring that we as a School fulfil our side of the partnership
- Monitoring the implementation of this policy
- Regularly reviewing this policy

#### **Staff**

All staff are responsible for:

- Responding to communication from parents in line with this policy and the school's ICT and internet acceptable use policy
- Working with other members of staff to make sure parents get timely information (if they cannot address a query or send the information themselves)

Staff will **aim** to respond to communication during core school hours (8.50am – 3.45pm) or their working hours (if they work part-time), in term time. In line with promoting staff wellbeing and helping our staff find a suitable work-life balance, staff may work around other responsibilities and commitments and respond outside of these hours, but they are **not expected** to do so.

#### **Parents**

Parents are responsible for adhering to the Parent Code of Conduct (appendix 1).

## **Communication**

### **How we communicate with parents and carers**

The sections below explain how we keep parents up to date with their child's education and what is happening in school.

Parents should monitor all of the following regularly to make sure they do not miss important communications or announcements that may affect their child.

### **School website**

Key information about the school is posted on our website, including:

- School times and term dates
- Curriculum information
- Policies and procedures
- Events and announcements
- Contact information
- Calendar of Events

Parents should check the website before contacting the school.

Where possible, we try to give parents at least 2 weeks' notice of any events or special occasions (including non-uniform days, special assemblies or visitors, or requests for students to bring in special items or materials).

Any such event will be included in the the weekly letter from the Head and on the school calendar.

### **Home-School Communications app**

The school has moved to the Management Information System, Bromcom, which links with the My Child at School (MCAS) app. This is used to send information such as newsletters, trip letters, payment information and to gather consent when necessary.

We use MCAS to keep parents informed about the following things:

- Upcoming school events
- Scheduled school closures
- School surveys or consultations
- Group activities or teacher requests
- Payments
- Headteacher's weekly newsletter
- Letters about trips and visits
- Consent forms
- Half-termly Personal Development Letters
- Attendance

### **Text messages**

We may also use text parents about:

- Short notice changes to the school day
- Emergency school closures (for instance, due to bad weather)

## **Phone calls**

Calls are generally made by our Attendance Officer, Reception Team and Pastoral Team. We will contact the parent/guardian noted as priority 1 on the contact number provided. If the call is not answered we will, where possible, leave a message notifying you who has called and requesting a call back. In exceptional cases, it is necessary for us to continue down the priority list to make contact.

## **Progress Reviews**

- Parents receive three Progress Reviews, across the school year.
- Progress Reviews include data and information about attainment, attitude to learning, attendance, enrichment activities accessed, behaviour and achievement.

## **Meetings**

Each year we hold one formal parents' evening per year group. These may be online or face to face. During these meetings, parents can talk with teachers about their child's achievement and progress, the curriculum or schemes of learning, their child's wellbeing, or any other area of concern.

We also host annual information evenings for parents of Year 7, Year 10, Year 11, and Year 12.

The school may also contact parents to arrange meetings between parents' evenings if there are concerns about a child's achievement, progress, or wellbeing.

Parents of students with special educational needs (SEND), or who have other additional needs, may also be asked to attend further meetings to address these additional needs.

## **How parents and carers can communicate with the school**

Parents should use the list in appendix 2 to identify the most appropriate person to contact about a query or issue, including the school office number and email address.

## **Email**

Parents should always email the school ([enquiries@caistorgrammar.com](mailto:enquiries@caistorgrammar.com)), or the appropriate member of staff, about non-urgent issues in the first instance.

We aim to acknowledge all emails within two working days, and to respond in full (or arrange a meeting or phone call if appropriate) within five working days.

If a query or concern is urgent, and parents need a response sooner than this, they should call the school.

## **Phone calls**

If parents need to speak to a specific member of staff about a **non-urgent** matter, they should email the school ([enquiries@caistorgrammar.com](mailto:enquiries@caistorgrammar.com)) and the relevant member of staff will contact them within two working days.

If this is not possible (due to teaching or other commitments), someone will respond to schedule a phone call at a convenient time. We aim to make sure parents have spoken to the appropriate member of staff within two working days of your request.

If the issue is urgent, parents should call the school office.

Urgent issues might include things like:

- Family emergencies
- Safeguarding or welfare issues

## **Meetings**

If parents would like to schedule a meeting with a member of staff, they should email the appropriate email address (see appendix 2).

We try to schedule meetings within 5 working days of the request.

While teachers are available at the beginning or end of the school day if parents need to speak to them urgently, we recommend they book appointments to discuss:

- Any concerns they have about their child's learning
- Updates related to pastoral support, their child's home environment, or their wellbeing

## **Inclusion**

It is important to us that everyone in our community can communicate easily with the school.

We currently make whole-school announcements and communications (such as email alerts and newsletters) available in English.

Parents who need help communicating with the school can request support e.g., information can be translated into additional languages and/or Interpreters can be sought for meetings or phone calls

We can make additional arrangements if necessary. Please contact the school office to discuss these.

## Appendix 1: Parental Code of Conduct

### Parent Code of Conduct

We expect parents and visitors to:

- Respect the inclusive, caring values and ethos of the school
- Understand that the values and ethos of the school encompass relationships with staff and volunteers
- Demonstrate that all members of the school community are to be treated with respect and dignity
- Respect, and cooperate with, the school's policies, processes and procedures
- Recognise that school staff are endeavouring to act in the best interests of the child/children involved in events
- Approach the school in a proportionate and measured way to resolve any issues of specific concern
- Recognise that school staff have many competing duties during a typical day which may mean that they are not immediately available, for example, staff should not be expected to respond to a query within an unrealistic time frame. We aim to respond within 2 working/school days.
- Understand that requests for meetings without appointment, or for an unspecified reason, cannot be accommodated and do not allow time for staff to look into and respond to a query/issue rather than seeking a meeting in the first instance
- Respond calmly when any incident is reported by a child or young person and contact us to clarify what has happened, so that issues can be resolved swiftly and positively
- Use our Complaints policy appropriately to raise concerns and complaints

We are obliged to secure a safe and calm school environment, and to support the well-being of all members of our school community. We cannot accept, and will not tolerate, any of the following behaviours towards any child or adult (this list provides examples and is not exhaustive):

- Disruptive behaviour which interferes with, or threatens to interfere with, the normal business of the school
- Violence or the threat of violence
- Shouting or raising of the voice
- Speaking in an aggressive or threatening tone
- Abusive or aggressive communications
- Physical intimidation e.g. invading personal space, blocking exit
- Physical contact
- Swearing
- Spitting
- Language or actions which breach our commitment to Equality and Diversity, for example, racist, sexist
- Behaviour which causes staff or volunteers to feel uncomfortable
- Threats of non-violent action designed to intimidate staff or volunteers
- Defamatory, offensive or derogatory comments (direct or implied) about any member of the school community, including unfounded and/or blanket comments about the professional competency or motivation of staff or volunteers
- Damaging of school property
- Approaching someone else's child in order to chastise them because of their actions towards their own child
- Smoking, vaping or consuming drugs or alcohol whilst on school property (alcohol may be consumed only during authorised events)

- Bringing animals onto school premises (other than assistance dogs)

This applies to personal interaction and also all telephone, email, text, letter or social media communications.

Unacceptable behaviour may result in:

- A letter from the school requesting that the behaviour ceases
- An invitation to attend a meeting to discuss and address the behaviour
- Restrictions on the school's response to communications (any restrictions will be detailed in a letter to the parent/s or visitor concerned)
- A ban on entering school premises
- Complaints/communications being deemed vexatious
- Information being passed to the police
- Police being called to remove people from the premises
- The school taking legal or local authority advice

### **Complaints:**

This Code of Conduct does not prevent parents or visitors raising legitimate concerns or complaints.

Concerns and complaints can be resolved through constructive, open dialogue with members of staff, utilising our **Complaints Policy** as appropriate.

## Appendix 2: School Contact List

**Who should I contact?** - In most cases we expect you to contact your child's Form Tutor.

If you have questions about any of the topics below, please use the contact details provided. If you do not see the contact details for whom you wish to contact, please email

[enquiries@caistorgrammar.com](mailto:enquiries@caistorgrammar.com) with your child's full name and form group in the subject line.

We aim to respond to all emails within two school days.

### Complaints

If you would like to file a formal complaint, please follow the procedure set out in our complaints policy.

I HAVE A QUESTION ABOUT...	WHO YOU NEED TO TALK TO		
My child's learning/class activities/lessons/homework	Your child's form tutor or subject teacher (details in diary planner)		
My child's wellbeing/ pastoral support	<b>Year</b>		
	7	Miss R Turner	rebecca.turner@caistorgrammar.com
	8 & 9	Mr W Wood	william.wood@caistorgrammar.com
	10 & 11	Mr R Davey	richard.davey@caistorgrammar.com
	12	Mr A Hay	andrew.hay@caistorgrammar.com
	13	Mr J Kay	James.kay@caistorgrammar.com
<b>Deputy Head i/c Pastoral</b>		Steve.kemshall@caistorgrammar.com	
<b>Designated Safeguarding Lead</b>		allison.clark@caistorgrammar.com	
<b>Special educational needs</b>		fiona.hargreaves@caistorgrammar.com	
<b>Attendance and absence requests</b>	If you need to report your child's absence, email <a href="mailto:absence@caistorgrammar.com">absence@caistorgrammar.com</a> or call 01472 851250		If you want to request approval for term-time absence, please submit and online absence request form from the school website (parents page, key documents and forms)
<b>Friends of CGS</b>	enquiries@caistorgrammar.com		
<b>Board of Trustees</b>			
<b>School trips</b>			
<b>Uniform/lost and found</b>			

I HAVE A QUESTION ABOUT...	WHO YOU NEED TO TALK TO
<b>Payments</b>	<a href="mailto:finance@caistorgrammar.com">finance@caistorgrammar.com</a>
<b>Catering/meals</b>	