

## **Guidance for parents and carers on how to engage school staff and the Parent Council**

The school welcomes contact from and parents and carers and a key aim of the Parent Council is to “promote close co-operation and communication between parents/carers and school staff.” The purpose of this guidance is to help parents and carers understand how best to contact staff at the school and when it is appropriate to raise matters with their Parent Council representative.

1. Parents and carers can always contact the school themselves about any issue by emailing [admin@blackhall.edin.sch.uk](mailto:admin@blackhall.edin.sch.uk). This will be forwarded to the relevant member of staff or Senior Leadership Team (SLT) member for response.
2. Where there is a matter of school policy or an issue that impacts more than their child, parents and carers can raise the issue with their Parent Council representative (either their year group representative or another appropriate Parent Council representative).
3. The Parent Council representative can raise the matter directly with the SLT member for their year group or, depending on the nature of the issue, may choose to ask a Parent Council office bearer to raise the matter with the Head Teacher.
4. Matters that are specific to an individual child should not be raised with the Parent Council.
5. It may be appropriate to add certain policy matters or issues to a Parent Council meeting agenda to allow for full discussion to support the Head Teacher in the development and implementation of school policies.
6. It may also be appropriate for the Parent Council to canvas the views of the Parent Forum on a specific issue (e.g. input by email or using an online survey).
7. Parent Council meetings should not be used to air a list of issues – these should be raised with the relevant school SLT member or with a member of the Parent Council as they arise.
8. The Parent Council Chair should be in communication with the Parent Forum at least termly to update them on the work of the Parent Council and to reiterate these principles on how to engage with the school.
9. Parent Council representatives should make themselves known to their year groups or the group they represent, which could be by using Classlist or ParentPay email (WhatsApp groups can also be used but care needs to be taken as these groups can often quickly lead to unhelpful escalation of issues) and they should explain how parents and carers can get in touch with them if there is anything they want to raise.

**Agreed by the Parent Council  
17 November 2021**