**At Roby Park Primary School we are committed to:**

* Listening to parents carefully and respectfully, including allocating an appropriate length of time for pre-arranged meetings.
* Responding appropriately to concerns raised.
* Outlining any actions that may be required.
* Updating parents and carers on progress and outcomes of the concern.
* Listening and responding to updates from parents and carers.

**At Roby Park Primary School we expect parents and carers to:**

* Communicate their concern respectfully and accurately.
* Listen to and consider the responses from the school.
* Work in partnership with the school to reach a resolution, including supporting the Roby Park Primary School Positive Relationships Policy.
* Allow time for the school to respond to concerns (3 – 5 working days).
* Acknowledge past support and intervention made by the school, even if a problem reoccurs.

Roby Park Primary School reserves the right to end a meeting or conversation should the above expectations not be met.

Please see the Roby Park Primary School Code of Conduct Policy for further information