



sustainable thriving achieving

East Dunbartonshire Council

www.eastdunbarton.gov.uk

Parent/Carer Communication Protocol: Education Service (2026–2029)



The Education Service's vision 'Excellence for All - A commitment to excellence, equity and inclusion that empowers all children and young people to succeed in learning and life' combined with the carefully chosen values of respect, courage, creativity, fairness and trust encapsulate the skills, actions and values expected for all our staff, children and young people.



In East Dunbartonshire Council, we are committed to fostering positive, respectful and collaborative partnerships between parents/carers and our Schools and Early Years Centres (EYCs). Our Education Service values underpin our approaches, ensuring that communication and relationships are built in ways that best support the wellbeing and success of all children and young people.

This protocol sets out our shared expectations for communication and outlines clear guidance to ensure safe, constructive and solution-focused interactions.

Our aims are to:

- Respond to individual needs by recognising the diverse experiences, perspectives and circumstances of families and staff.
- Establish a safe and trusting environment where all members of our school/centre communities feel respected, heard and valued.
- Empower staff and parents/carers to build positive relationships that encourage open dialogue, mutual understanding and shared responsibility.
- Develop strong collaboration between home and school/centre, recognising that partnership is essential in supporting children and young people.

This protocol links directly to the [Unacceptable behaviour policy](#) that outlines the Education Service's expectations and guidelines for acceptable communication and details the process if there is unacceptable behaviour and communication.

The protocol will include:

- What is acceptable behaviour and communication
- What parents can expect from staff and what staff should expect from parents
- What is unacceptable behaviour and communication
- Management of Unacceptable Behaviour
- Escalation and timelines
- Complaints Policy

Schools/centres and Early Years Centres use a range of communication methods with parents/carers. An example of this can be seen below. All Settings will provide information on how and when they communicate with parents/carers.

Communication Channels

Channel	Purpose	Frequency/Details
Newsletter	Key announcements, event details, diary dates and general updates.	Published regularly.
Email/Groupcall	General updates, event information and reminders.	Issued as and when required. Parents/carers are responsible for checking regularly.
Phone Calls	Personal or urgent matters.	Made by the school/centre. Parents/carers should call the office with any immediate concerns.
Parents Meetings	Formal discussion of child's progress.	In line with the Scottish Schools (Parental Involvement) Act 2006, the school will provide parents and carers with opportunities to discuss their child's education, receive information about progress, and contribute their views in support of effective home-school partnership working.
Reporting Progress	Holistic overview of the child's progress, highlighting strengths and development needs in Literacy, Numeracy, and Health & Wellbeing.	Issued annually.
Online Platforms	Updates on class activities, homework, and important reminders.	Issued as and when required. Crucially, this platform must NOT be used by parents/carers to raise questions, worries or concerns with class teachers. These must be routed through the official school/centre office email.
Weekly Update	Reminders and information regarding upcoming school/centre events.	Correspondence sent via email updates.

Roles and Responsibilities

Role	Key Responsibilities
Staff	Regularly communicate regarding academic progress, school/centre events, reminders and feedback. Respond to parent/carers enquiries within a reasonable timeframe (five working days).

Role	Key Responsibilities
Parents/Carers	Maintain awareness of school/centre activities, be actively engaged in their child's education, and engage with open communication. Notify the school/centre of any changes to contact information or family circumstances impacting the child's well-being.
School/Centre Office	The office serves as the first point of contact, facilitating communication between parents/carers, teachers and staff.

Timelines for Communication

Routine Updates	The School or EYC will send out routine updates regarding homework, projects and class activities with clear timelines.
Response Time	School or EYC staff aim to respond to phone calls or emails within five working days. If there is a delay, an acknowledgment of the message will be sent.
Urgent Matters	In urgent situations (e.g., pupil illness or accidents), parents/carers will be notified immediately via phone call or email.

Category	Examples of Urgent Matters
Safeguarding/Child Protection	Any concern that raises immediate safeguarding or child protection risks.
Health & Safety	Accidents or injuries, allergic reactions, medication concerns, significant dysregulation or concerning behaviour impacting safety.
Attendance Missing Pupils	Unexplained absences where parents/carers have not contacted the school/centre. Pupils leaving school/centre grounds unexpectedly.
Operational Issues Affecting Safety	Emergency closures (e.g., severe weather, heating failure), transport issues affecting safe travel, evacuations or lockdowns.

Management of Unacceptable Parent/Carer Communication

The School or EYC is committed to maintaining a safe and respectful environment for all members of the school/centre community. This policy outlines the steps taken when a parent/carers communication or behaviour towards staff is deemed unacceptable. Unacceptable behaviour includes, but is not limited to, aggression, abusive language, threatening actions, or excessive, persistent, or vexatious correspondence.

Phase 1: Informal Resolution

Where a staff member has concerns about a parent/carers actions or behaviour, they must first discuss this with their line manager.

1. Informal approaches are always considered in the first instance. This may involve a supportive conversation, a gentle reminder of the school or EYC's communication expectations, or mediation.
2. If informal resolution is not appropriate or attempts to resolve the concerns are unsuccessful, the matter will be escalated to the Senior Leadership Team (SLT) of the school/centre. If the Headteacher has been part of the informal process and resolution cannot be reached, they will then seek advice from their link Quality Improvement Officer (QIO).

Phase 2: Formal Policy Implementation

If informal attempts fail, or the severity of the behaviour warrants immediate action, the situation will be formally escalated through the following sequence:

1. **Documentation:** The unacceptable behaviour is formally documented (e.g., via pastoral notes), detailing dates, times and specific actions.
2. **Internal Review:** The Headteacher or a member of the senior leadership team reviews the documentation and consults with the relevant staff member/Line Manager.
3. **Formal Decision:** The Headteacher discusses this with their link Quality Improvement Officer. The QIO links with the appropriate Quality Improvement Manager or the Chief Education Officer to agree to formal implementation of the Unacceptable Behaviour Policy and determine the appropriate restrictions.
4. **Communication:** A formal letter is issued to the parent/carers, clearly setting out the behaviour that is considered unacceptable and the application of the policy.
5. **Record Keeping:** The application of the policy and the letter issued are recorded on the school/centre's central system.
6. **Information Sharing:** Relevant school/centre, Local Authority, and customer service teams are informed for consistency.

Imposing Restrictions on Contact

If the parent/carers' actions are determined to be unacceptable, the Council will impose conditions on the way in which they are permitted to engage with the school or EYC. These conditions may include:

- Restricting the method of contact (e.g., from personal email/phone to official school/centre channels).
- Setting specific times at which the parent/carers can contact the school/centre.
- Restricting all contact to a single, named Senior Leader/Headteacher/Officer of the Council.
- In extreme situations, limiting contact to written communication only or communication through an agreed third party.

Ongoing Correspondence and Policy Review

- **Closed Matters:** Where a parent/carers continues to correspond on an issue that has been formally concluded, they will be advised that the school/centre will not respond further on that specific matter.
- **Communication of Action:** The school/centre will always inform the parent/carers of what action is being taken, why it is being taken, and the duration of the action/restrictions.
- **Minimum Review Period:** Any restrictions imposed will be formally reviewed at a minimum of six months. The timing of this review will be confirmed in the initial letter. The review will consider the parent/carers' behaviour since the policy was implemented.
- **Outcome:** The restrictions may be removed or continued following the review. The outcome will be communicated to the parent/carers by letter.

Zero Tolerance Policy on Abuse Towards our Employees

Our employees deserve a safe and respectful place to work.

Any act of abuse, either physical or non-physical such as assault, threats or name calling to an employee in the course of their duties will not be tolerated.

We will summon the assistance of the police to deal with perpetrators.

Complaints Policy

If you are telling us about something for the first time, please give us the opportunity to investigate it and provide feedback before escalating matters to the Council or contacting the service directly. You can do this by contacting the school/centre or Early Years Centre via the office. If you are not satisfied with the outcome you can lodge a formal complaint using the link below.

<https://www.eastdunbarton.gov.uk/about/our-council/complaints/complaints/>

Parent/Carer Communication Protocol: Education Service (2026–2029)



Other formats

This document can be provided in large print, Braille or in audio format and can be translated into other community languages. Please contact the Council's Communications & Engagement Team at:

East Dunbartonshire Council, 12 Strathkelvin Place, Southbank,
Kirkintilloch G66 1TJ Tel: 0300 123 4510

本文件可按要求翻譯成中文，如有此需要，請電 0300 123 4510。

اس دستاویز کا درخواست کرنے پر (اردو) زبان میں ترجمہ کیا جاسکتا ہے۔ براہ مہربانی فون نمبر 0300 123 4510 پر رابطہ کریں۔

ਇਸ ਦਸਤਾਵੇਜ਼ ਦਾ ਮੰਗ ਕਰਨ ਤੇ ਪੰਜਾਬੀ ਵਿੱਚ ਅਨੁਵਾਦ ਕੀਤਾ ਜਾ ਸਕਦਾ ਹੈ। ਕਿਰਪਾ ਕਰਕੇ 0300 123 4510 ਫੋਨ ਕਰੋ।

Gabhadh an sgrìobhainn seo cur gu Gàidhlig ma tha sin a dhìth oirbh. Cuiribh fòn gu 0300 123 4510

अनुप्रास करने पर यह दस्तावेज हिन्दी में भाषांतरित किया जा सकता है। कृपया 0300 123 4510 पर फोन कीजिए।