PORG International School

Open Door Policy

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1. Purpose and scope

PORG International School is committed to an open, respectful and constructive partnership with parents and carers. In this policy, an 'open door' means that families can raise questions, share relevant information and request meetings with appropriate staff. It does not mean unrestricted access to classrooms, pupils, staff or school records.

This policy applies to the EYFS and Primary programmes and to parents, carers, staff, volunteers and visitors. Safeguarding, pupil welfare, confidentiality, effective teaching and the secure operation of the school take priority at all times.

2. Aims

- make it easy for families to communicate with the school and contribute to their child's education and well-being;
- resolve routine questions and concerns promptly, fairly and at the most appropriate level;
- protect uninterrupted teaching time and appropriate professional boundaries;
- ensure that access to the premises and classrooms is safe, authorised and supervised; and
- maintain privacy, confidentiality and respectful conduct throughout the school community.
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3. Policy framework

This policy should be read alongside the school's Safeguarding and Child Protection Policy, Complaints Policy, Behaviour Policy, Data Protection Policy, Health and Safety Policy, Staff Code of Conduct, Visitor Procedures and relevant risk assessments. It supports the applicable British Schools Overseas standards, the statutory framework for the Early Years Foundation Stage, current safeguarding guidance and applicable Czech and EU data-protection requirements.

4. Principles of communication

- Communication should be courteous, factual, proportionate and focused on the child's best interests.
- Routine matters should normally be raised first with the class teacher or relevant member of staff.
- Drop-off and collection may be used for brief, non-confidential messages. Longer, sensitive or complex discussions require an appointment.
- Staff are not expected to hold substantive discussions while supervising pupils, teaching, managing an emergency or outside their working arrangements.
- Parents should use the school's official communication channels and keep contact information up to date.
- The school will make reasonable efforts to acknowledge messages within two working days. Matters requiring investigation may take longer; the sender will be advised where appropriate.
- Urgent changes to collection, attendance, health or medication must be communicated through the designated school channel and not assumed to have been received until acknowledged.

5. Raising questions, concerns and complaints

The following route should normally be used, unless the matter concerns the person named or there is a safeguarding reason to proceed differently:

1. Contact the class teacher or relevant staff member for routine educational, pastoral or organisational matters.
2. If the issue is unresolved or more serious, request a meeting with the appropriate coordinator or the Head of School.
3. A formal complaint must be submitted and handled under the school's Complaints Policy. The Open Door Policy does not replace that procedure or its timescales.

A concern that a child may be at risk of harm must be reported immediately to the Designated Safeguarding Lead (DSL) or Deputy DSL. Such concerns must not be delayed

by the normal communication route. The school cannot promise confidentiality where information must be shared to protect a child or meet a legal duty.

6. Parent and carer access to the premises

- Parents and carers may enter only through the designated entrance and must follow reception, sign-in, identification and security procedures.
- Access beyond normal drop-off and collection areas requires staff authorisation. Visitors may be accompanied or supervised and must remain within approved areas.
- Parents and carers must not enter classrooms, EYFS rooms, staff areas or other pupil areas without invitation or permission, even if a door is open.
- The school may postpone, shorten, supervise or refuse a visit where this is necessary for safeguarding, security, confidentiality, pupil well-being, staffing, assessments or the orderly running of the school.
- Visitors must follow staff instructions, emergency procedures and any shared-campus access arrangements.
- A child may leave only with an authorised adult in accordance with the school's collection arrangements. Any change must be confirmed through the approved procedure.
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7. Classroom visits and observations

Classroom visits and observations are by prior agreement with the Head of School or delegated leader. Approval is not automatic. The purpose, timing, duration, supervision and location will be agreed in advance, taking account of safeguarding, the needs of all pupils and disruption to learning.

- Visitors must not intervene in teaching, speak to pupils without permission or access pupil work or records unless specifically authorised.
- Photography, video or audio recording is prohibited unless expressly authorised by the school in advance.

- Information about other pupils, families or staff observed during a visit must not be discussed, recorded or shared, including on social media.
- The school may end an observation immediately if expectations are not followed or a pupil's welfare, privacy or learning is affected.

8. Classroom doors and professional practice

The term 'open door' describes the school's approach to communication; it does not require classroom doors to remain physically open. Staff decide whether doors should be open or closed according to supervision, fire and security arrangements, noise, ventilation, teaching needs, pupil regulation, privacy and current risk assessments.

A closed door must never reduce appropriate supervision or professional accountability. One-to-one work, personal care, sensitive conversations and support for distressed pupils must follow the Safeguarding and Child Protection Policy, Staff Code of Conduct and relevant risk assessments. Where practicable, staff should use rooms with visibility panels or otherwise maintain appropriate visibility and inform another member of staff.

9. Confidentiality, data protection and recording

- Staff will discuss a parent's own child but will not disclose information about another pupil, family or staff member.
- Meetings involving personal, medical, educational or safeguarding information should take place privately and be recorded where required by school procedure.
- Information will be shared internally only with those who need it for education, welfare, safeguarding, health and safety, or legal and regulatory duties.
- Parents, carers and visitors must respect the privacy and dignity of pupils and staff and must not publish confidential or identifying information obtained through school contact.

10. Respectful conduct and boundaries

The school welcomes challenge and constructive disagreement. Aggressive, abusive, discriminatory, threatening, intimidating, harassing or persistently unreasonable behaviour is not acceptable, whether in person, by telephone, online or in writing.

Where conduct presents a risk or significantly disrupts school operations, the school may set communication arrangements, require meetings to be by appointment or with an additional staff member present, end a meeting, restrict access to the premises, or take other proportionate action. Any restriction will take account of safeguarding, legal obligations and the need to maintain an appropriate route for communication about the child.

11. Inclusion and accessibility

The school will make reasonable efforts to support parents and carers who need an interpreter, accessible format, adjusted meeting arrangement or other communication support. Families are encouraged to inform the school of any such need when requesting contact or a visit.

12. Roles and responsibilities

- The Head of School is responsible for implementing this policy and deciding any restriction on access or communication.
- The DSL and Deputy DSL advise on safeguarding concerns and ensure that child-protection information is handled appropriately.
- Staff follow approved communication, visitor, confidentiality and recording procedures and refer matters outside their role.
- Parents, carers and visitors follow this policy, keep the school informed of relevant changes and raise concerns through the appropriate route.

13. Monitoring and review

The Head of School will monitor the operation of this policy, including recurring communication concerns, visitor incidents and any access restrictions. The policy will be reviewed annually, and sooner following a significant incident or a material change in safeguarding, regulatory or school requirements.