



# Calderwood Primary

## **Positive Interactions Statement**

May 2024 (To be reviewed August 2026)

Positive Interactions Statement  
Calderwood Primary

At Calderwood Primary we are very proud and fortunate to have a dedicated and supportive school community. Within our school; champions, parents and carers all recognise that the education of our children is a partnership between us.

We welcome and encourage parents and carers to participate fully in the life and ethos of our school.

We hope that our school community will respect our school ethos, keep our school tidy and set a good example with their own behaviour both on the school premises and when accompanying clans on school visits. (Article 29, UNCRC)

The ethos we aim to develop throughout the school community is based around the following:

Our vision: *'Beyond the dream'*

Our key values: *To be confirmed...*

Our expectations for all: *Ready, Respectful and Safe*

As a partnership we all value good working relationships and all recognise the importance of these relationships when equipping our children with the necessary skills for their education.

As a school community we:

- have an 'open door policy', welcoming communication to support all members of the school community
- are committed to resolving difficulties in a constructive manner, through open, positive dialogue
- actively encourage champions, parents/carers to share concerns at the earliest opportunity

### Concerns

If you have any concerns about your child or their learning experience, please:

- Contact your child's champion in the first instance, preferably by email using the school email address:

[wcalderwood-ps@westlothian.org.uk](mailto:wcalderwood-ps@westlothian.org.uk)

- If the matter is not resolved to your satisfaction we would then ask that you contact a member of the Senior Leadership Team using the school email address.

Miss Burton	Head Teacher	P4
Miss Stark	Depute Head Teacher	P5-7
Mrs Bates	Principal Teacher	P2-3
Miss Connor	Principal Teacher	P1
Mrs Warden	Principal Teacher	ELC

- If the matter is still unresolved, please follow West Lothian Council's complaints procedure which can be found by following the link at the end

School staff will endeavour to respond to your email within two working days of receiving the email. Please note it may not always be possible to respond the same day.

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## **Parking and Car Park**

Our car park has a clockwise one-way system. We ask that champions, parents/carers and visitors to the school all park safely and respectfully in the designated parking areas. Information regarding designated parking areas can be found on the school website. Please only park in disabled bays if you have a blue badge – this includes when dropping off and picking up.

## **Playground**

If parents/carers witness something in the playground or have a concern regarding the behaviour of a child other than their own, we would ask that you bring this to the attention of school champions rather than approaching the child yourself.

## **Social Media and Messaging Groups**

*'Think before you post'*

We ask that parents/carers be mindful when posting on social media or messaging services, whether private or public, and to use the appropriate channels should they have concerns about the school, parents or children.

## **School Staff**

Please always be mindful of the fact that champions in school are at their place of work and as such should be spoken to in a polite and calm manner. Champions in school will of course do the same for you.

Together we can create a positive environment not only for the children but also for all who work and visit our school.

[West Lothian Complaints Handling Procedure](#)

# Calderwood Primary

## Communication Procedures for Parents and Carers

April 2024

At Calderwood Primary, all members of the team work extremely hard to build positive relationships with all of our learners, parents and carers. We aim to provide a friendly and safe environment in which each individual learner has a voice and is valued. We aim to help each and every learner achieve their potential, both socially and academically.

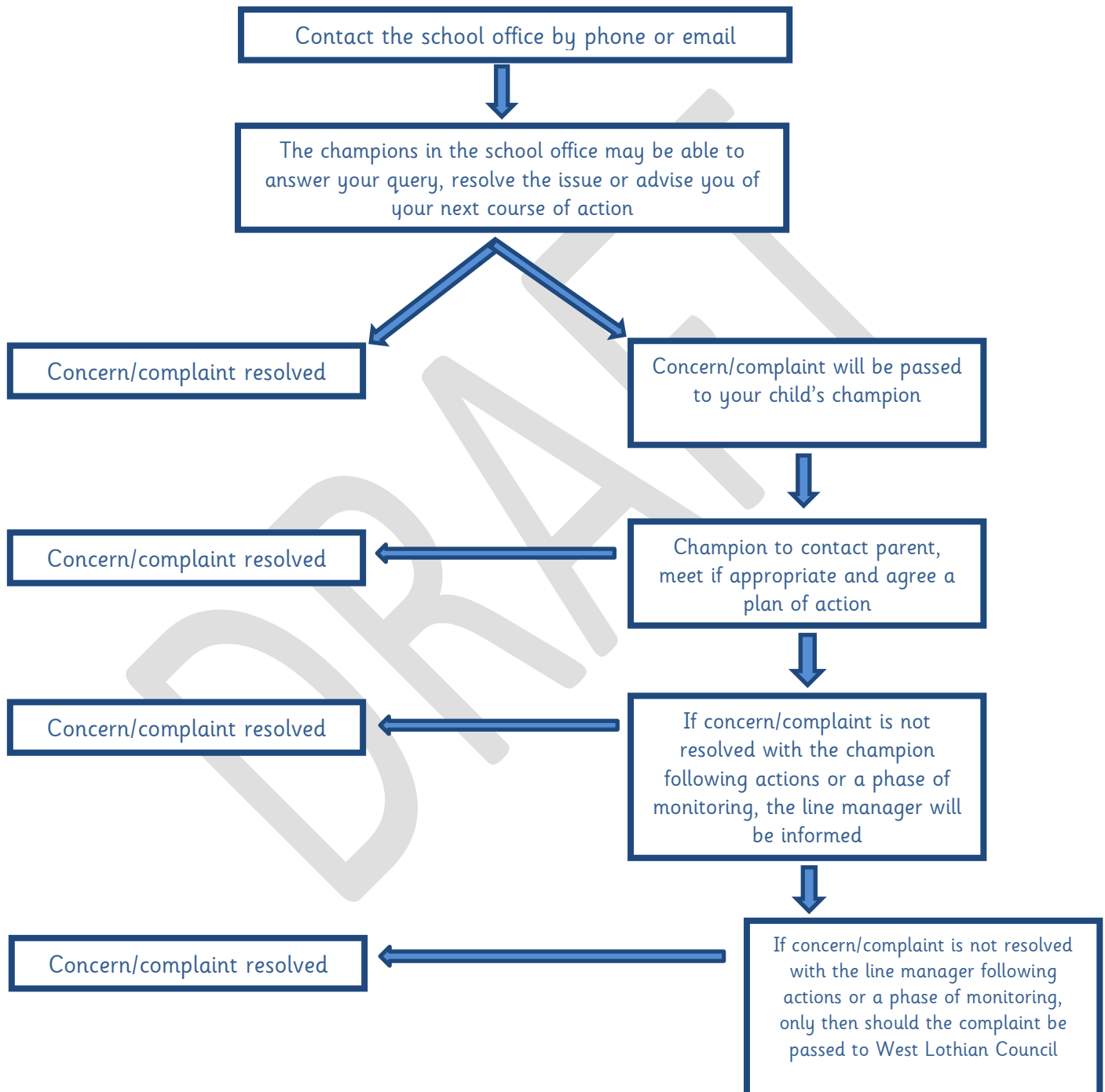
As a school community we aim to deal with questions, concerns, issues and problems promptly before they become a 'complaint'. We do, however, have a clear system in place to follow if necessary. The steps to follow in the event of a concern or complaint are outlined clearly on the next page in the format of a flow chart. These steps provide clear guidance for all parents and carers when contacting our school with any questions or concerns.

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## Communication Procedures for Parents and Carers

If you have a query, concern or an issue to raise with the school, please use the chart below as a guide.



Parents and carers should only escalate a concern/complaint to West Lothian Council if it has not been resolved using the above procedures. Any parent contacting the Education Authority before the concern/complaint reaches the Head Teacher will have the concern/complaint passed back to the Head Teacher.