



# Bonnyrigg Primary

# Positive Interactions

# Policy

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Bonnyrigg Primary School

At Bonnyrigg Primary School we are very proud and fortunate to have a very dedicated and supportive school community. Within our school; staff, 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 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 classes on school visits.

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

Our vision: ***'Today we achieve. Tomorrow we make a difference'***

Our key values: ***Safe, Achieving, Confident, Happy***

Our expectations for all: ***Ready, Respectful, 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 staff, parents/carers to share concerns at the earliest opportunity

### **Concerns**

If you have any concerns about your child or the work of the school, please:

- contact your child's class teacher, preferably by email using the school email address:

[Bonnyrigg\\_ps@midlothian.gov.uk](mailto:Bonnyrigg_ps@midlothian.gov.uk)

This can be done using the school App.

- If the matter is not resolved to your satisfaction we would then ask that you contact either Mrs Findlay, Acting Headteacher or Miss Stark, Deputy Head or Mr Dougal, Acting Deputy Headteacher using the same email address.
- If the matter is still unresolved, please follow Midlothian's complaints procedure which can be found by following the link at the end of this document.

School staff will endeavour to respond to your email as soon as possible. However, please note it may not always be possible to respond the same day. A copy of the Midlothian Customer Service Charter can be found by following the link at the end

## **Parking**

We ask that staff, 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.

## **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 staff rather than approaching the child yourself.

## **Social Media**

*'Think before you post'*

We ask that parents/carers be mindful when posting on social media 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 staff in school are at their place of work and as such should be spoken to in a polite and calm manner. Staff 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.

Midlothian's Customer Service Charter:

[https://www.midlothian.gov.uk/downloads/download/588/customer\\_service\\_charter](https://www.midlothian.gov.uk/downloads/download/588/customer_service_charter)

Midlothian Complaints Handling Procedure:

[https://www.midlothian.gov.uk/info/670/have\\_your\\_say/132/complaints\\_procedure](https://www.midlothian.gov.uk/info/670/have_your_say/132/complaints_procedure)