

The Pioneers Academy

Parent Engagement and Expectations Framework

Policy and Procedures • 2026–2027

School	The Pioneers Academy
Policy owner	Headteacher / SLT
Effective from	September 2026
Review date	September 2027, or sooner if legislation/guidance changes
Primary statutory/guidance basis	KCSIE 2026; DfE attendance and behaviour guidance

1. Purpose and Scope

The Academy recognises parents and carers as important partners in pupils' education. Effective communication supports attendance, safeguarding, behaviour, learning and wellbeing.

2. Policy Statement and Procedures

Parents are expected to communicate respectfully with staff, support punctual attendance, ensure uniform and equipment requirements are met, respond to important school communications and attend meetings where their involvement is required.

The Academy will provide clear information, reasonable opportunities for contact and appropriate escalation routes. Staff will communicate professionally and maintain confidentiality.

Where communication becomes abusive, threatening or unreasonable, the Academy may manage contact through proportionate restrictions while ensuring that legitimate concerns can still be raised.

3. Roles and Responsibilities

The Headteacher has overall responsibility for implementation and review. Relevant designated leads coordinate day-to-day arrangements within their area. All staff are expected to follow the policy, maintain appropriate records and raise concerns promptly. Pupils and parents/carers are expected to follow the Academy's published expectations and cooperate with reasonable procedures.

4. Monitoring, Review and Record Keeping

Implementation will be monitored through appropriate records, audits, pupil/parent feedback, incident information, attendance or participation data and review by senior leaders. The policy will be reviewed at least annually unless a different statutory review period applies, and immediately where significant legal or operational changes require it.

5. Related Policies and Guidance

This policy should be read alongside the Academy's safeguarding and child protection arrangements, behaviour policy, attendance procedures, equality arrangements, data protection arrangements and any relevant individual plans or risk assessments.

6. Approval

Approved by: Headteacher

Next review: September 2027

References

- Department for Education, Keeping Children Safe in Education 2026, where relevant.
- Department for Education statutory guidance and current legislation relevant to this policy.
- The Pioneers Academy's other current policies and procedures.