St George's C of E Primary School

Positive Communication and Acceptable Behaviour (Parents, Visitors and School Staff) Policy

School's theological-rooted Christian Vision

At St George's CE Primary school our vision is that every child upholds the Christian values with them in their daily lives. Our children strive to be confident, kind, thoughtful and selfless. You can see our vision come to life when walking through our school and in our classrooms. Our school motto is 'Jesus colours our love, our life, our learning'. We strive to live out this vision in everything we do in school to allow children to enjoy the fullness of life and enable them to flourish in the world in which they live.

Our vision is rooted in the Gospel of John and in particular chapter 10 'I have come that they may have life and have it to the full.' Our vision is rooted in the principle of Jesus' teaching that we must use his teaching to allow children to live life to the full and be able to flourish in their life within and beyond school. Our school vision encompasses our 6 Christian values (compassion, love, truthfulness, thankfulness, forgiveness and hope)

December 2024

Policy adopted:- December 2024

Policy to be reviewed:- September 2027

Signed on behalf of Governing Body:-

Signed by the Headteacher:-

RATIONALE

Good communication between teachers and parents is imperative to the quality of education provided by St George's CE Primary Primary School. Within the service of educating young people there are bound to be differing opinions between home and school. Where these are smoothly managed the process continues to grow in a positive manner. Where the relationship is damaged, due to intolerance, disrespect or other unacceptable behaviour, the growth of the child may be adversely affected.

OBJECTIVE

The objective of this policy is to ensure that all parents and teachers understand the procedure for communicating issues which affect the education of the children. The teachers have a need to communicate with the parents at regular intervals and the parents are invited to communicate with the teachers as and when it may be required.

WE AIM TO FOSTER HIGH QUALITY COMMUNICATION BY:

• Being respectful, honest and courteous and expecting similar behaviours in return;
• Being clear about the balance of rights and responsibilities between the school and parents in our communications;
• Promoting a culture of openness and honesty;
• Seeking parents' views and taking them into consideration when making decisions;
• Valuing parents' expertise and knowledge;
• Providing timely, appropriate, and accessible information;
• Avoiding information overload;
• Seeking to overcome any barriers to communications.

COMMUNICATION CHANNELS:

- **Monthly newsletter** - Written with the aim of keeping everyone up to date with events, request for helps and celebration of successes. This will be emailed to parent/carers.
- **Home/School Agreement –** Parents receive a document when their child/children join our school. It outlines the school, parent and child's aims and expectation, ensuring that all concerned are aware of their roles and responsibilities.
- **Letters, telephone or emails** - Parents can communicate with us in person, by letter, telephone call or email. Staff will endeavour to respond to any communication as soon as possible.
- **Home-School Diary**. This book is to maintain communication between teachers and parents regarding homework, reading progress and any other non-urgent information;
- **Parents Evenings** - Termly parents evenings are held from 3.30pm – 6.00pm. Appointments of five minutes duration are arranged. Where teachers or parents anticipate a longer interview will be needed, an alternative appointment will be accommodated.
- **Written reports** – Each child receives a written report at the end of each year.
- **Text and email system** – the school operate a text and email messaging system
- **Website** - Other important information is displayed on the school's website.

EXPECTATIONS

TEACHERS WILL ENDEAVOUR TO:

- Listen and remain calm and professional
- Respect the parents and their concerns
- Meet the needs of the child first
- Never victimize a child after a meeting
- Return calls asap
- Make themselves available before and after school where possible
- Reply to messages in homework diary
- Provide professional follow up should it be required
- Keep appointments
- Use a sealed envelope for contentious/ sensitive replies to parents.

TEACHERS WILL NOT:

- Accept verbal abuse and intimidation
- Discuss children or their parents in public areas
- Accept parent's excuses for the child's responsibility
- Be rude in response to parents
- Make any derogatory comments about pupils or parents
- Ignore messages (if they are received)
- Victimize children
- Ignore genuine concerns
- Wait more than 15 minutes from the allocated time for parent appointments

PARENTS WILL ENDEAVOUR TO

- Recognize and respect the' professional status of teachers
- Set a good example to children and treat all staff in school with respect at all times, particularly in the presence of children
- Communicate with all staff in a courteous and dignified manner
- Avoid discussing their individual concerns with other parents or third parties and directly approach the school instead
- Refrain from entering the teaching areas during school time, unless invited to do so for purposes of a pre-arranged meeting with a teacher. In all instances, a parent must first report to the school's reception
- Keep appointments
- Refrain from posting content on social media that may be considered libellous or defamatory towards the school. The Governing Body of St George's CE Primary consider the use of social media website in this way as unacceptable and not in the best interests of the children or the wider school community. The school will expect such comments to be removed immediately.

PRCOEDURE FOR ADDRESSING CONCERNS

1. In the first instance contact the class teacher;
2. If unresolved contact the phase leader:
3. If still unresolved the Deputy Head Teacher and then Head Teacher;
4. At this stage invoke the school Complaints Policy.

MINUTES

Written minutes of every meeting will be kept.

PERSONS CAUSING NUISANCE / DISTURBANCE ON SCHOOL PREMISES SECTION 547 OF THE EDUCATION ACT 1996

School premises are private property and parents have been granted permission from the school to be on school premises. However, in case of abuse, threats or intimidation to staff, pupils or other parents, school may ban parents from entering the school site.

It is also an offence under section 547 of the Education Act 1996 for any person (including a parent) to cause a nuisance or disturbance on school premises. The police may be called to assist in removing the person concerned.

School is not responsible for organising arrangements for children in the above circumstances. Parents will need to provide alternative arrangements for bringing children into school.

GUIDELINES:

Types of behaviour that are considered serious and unacceptable and will not be tolerated towards any member of the school community:

This is not an exhaustive list but seeks to provide illustrations of such behaviour:

- Shouting, either in person or over the telephone
- Inappropriate posting on Social Networking sites (Inc. WhatsApp groups) which could bring the school into disrepute or be deemed as bullying
- Speaking in an aggressive/threatening tone
- Physically intimidating, e.g. standing very close
- The use of aggressive hand gestures/exaggerated movements
- Physical threats
- Shaking or holding a fist towards another person
- Swearing
- Pushing
- Hitting e.g. slapping, punching or kicking
- Voice or video recording staff without their consent
- Spitting
- Racist or sexist comments including sexual innuendo
- Selling or consumption of illegal substances.

UNACCEPTABLE BEHAVIOUR MAY RESULT IN THE POLICE BEING INFORMED.

The school reserves the right to take any necessary actions to ensure that members of the school community are not subjected to abuse.

Parents have the right of appeal by writing to the Chair of Governors, within ten days of their permission to enter the school premises being withdrawn.

PROCEDURE TO ADDRESS INAPPROPRIATE BEHAVIOUR BY ADULTS ON THE SCHOOL

SITE

All staff and governors agree that any adult found to be using inappropriate behaviour towards other adults or children should be dealt with using the following steps:

An adult approaches another child	The adult will be spoken to immediately and the issue investigated by a school leader. This will be reported to
	the Headteacher and recorded. The adult will receive a warning letter.
A parent approaches another parent.	The parent should report this to a member of staff or a school leader. The offending parent/s will be spoken to as soon as possible after the incident and reminded that we have a zero tolerance of inappropriate behaviour. A letter will be given to the parent/s. This warns a parent that if it recurs they could be banned from the school site under section 547 of the Education Act 1996.
A parent approaches a member of staff	This should be reported immediately to a member of the Senior Leadership Team. This will be investigated as soon as possible and the member of staff will be informed of the action taken. The parent/adult will be spoken to and given a warning letter. This warns a parent/s that if it recurs they could be banned from the school site under section 547 of the Education Act 1996.
Recurring inappropriate behaviour	This can then lead to a ban from the school site under section 547 of the Education Act 1996

**For ‘parent’ read for any adult who accompanies children onto the school site.

Depending on the circumstances of the individual incident, these procedural steps may be amended at the discretion of the governing body.

The school reserves the right to go straight to a ban where the circumstances are sufficiently serious in the schools view.