



St Andrew's CE Primary School

Positive Communication Policy 2024

To be read alongside the
St Andrew's CE Primary School
Parental Involvement Policy

RATIONALE

Good communication between teachers and parents is imperative to the quality of education provided by St Andrew's CE 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:

- **School Newsletters** - Written with the aim of keeping everyone up to date with events, request for helps and celebration of successes. It is produced at least monthly. This will be e-mailed home and saved on the school website
- **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 within 24 hours.
- **Parental Consultation Evenings** – Autumn and Spring Term Parental Consultations are held from 4:00pm – 7.00pm over two evenings. Appointments of ten minutes duration are arranged. Pupils who are recorded as having SEN will have a termly progress meetings of approximate 30 minutes arranged at mutually convenient times.
- **Written reports** – Each child receives a written report at the end of Summer term.
- **Text alert system** – the school operate a text system via School Spider
- **Website** - Other important information is displayed on the school's website.

EXPECTATIONS

TEACHERS WILL ENDEAVOUR TO:

- Listen
- 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 and within 24 hours
- Make themselves available before and after school
- 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
- Discuss children or their parents in public areas
- Accept parent's excuses for the child's responsibility
- Be rude in response to parents
- Ignore messages (if they are received)
- Victimize children
- Ignore genuine concerns
- Wait more than 10 minutes from the allocated time for appointments

PARENTS WILL ENDEAVOUR TO:

- Recognize and respect the' professional status of teachers
- Set a good example to children and treat teachers and classroom support assistants with respect at all times, particularly in the presence of children
- Communicate with teachers and classroom support assistants in a courteous and dignified manner
- Avoid discussing their individual concerns with other parents or third parties;
- 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
- Desist from posting content on social media that may be considered libellous or defamatory towards the school. The Governing Body of St Andrew's CE 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
 - I. It is preferential for a face to face meeting at the meet and greet or dismissal in Key Stage 1. In Key Stage 2, a meeting can be requested at the school office.
 - II. A telephone conversation is the next preferred option.
 - III. Finally, an email to the school office that is marked for the attention of the intended member of staff. Parents are requested not to email staff directly out of office hours. This is to help maximise their well-being and achieve a more positive life/work balance.
2. If still unresolved the Deputy Head Teacher and then Head Teacher;
3. At this stage invoke the St Andrew's CE Primary School Complaints Policy.

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 or threats to staff, pupils or other parents, school may ban parents from entering school.

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 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
- 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	If a parent/s continues to use inappropriate behaviour it will lead to interviews with the HT and Governors. 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.