



Southdale

C of E Junior school

Shining like stars in the universe

**SOUTHDALE C OF E JUNIOR
SCHOOL**

COMMUNICATION POLICY

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1. Introduction

At Southdale CE Junior School, we strive to build strong relationships with parents, carers and visitors, in order to help create a stimulating, happy and safe learning environment which continues from school to home and the wider community, providing all our pupils with the opportunity to achieve their personal best. The trust, support and co-operation of parents is fundamental to the continued success of our school.

Our staff come to work to educate and support our pupils and we believe it is important for everyone involved with school life to communicate in a respectful manner, whether in person, on the phone, or online. In this way, staff, pupils, parents, carers and members of the public behave respectfully to each other at all times, which helps to promote the most constructive working and learning environment.

Southdale Junior School therefore asks parents, carers and visitors to:

- a) Positively support the ethos of the school by setting a good example in their speech and behaviour (including online) towards all pupils, staff members and other adults.
- b) Work constructively with staff members to resolve any issues of concern, including clarifying specific events in order to bring about a positive resolution. (Details of the most appropriate person to contact depending on the issue being raised can be found on our website 'staff' page)
- c) Only ever send emails to staff that are constructive and respectful. N.B. Staff should be given at least two working days to acknowledge receipt, though we will always endeavour to respond as soon as possible.
- d) Refrain from communicating (by telephone, email or in person) in a manner which could be perceived as threatening or demanding.
- e) Work alongside the school to improve their child's behaviour where necessary, understanding and accepting that a behaviour policy is fundamental and necessary to a safe and purposeful learning environment – this policy (and consequences outlined within) apply to ALL pupils; it is not democratic or open to negotiation.
- f) Make reasonable requests for meeting times, and not expect to see any member of staff without a prior appointment. (We will always try to accommodate a meeting or phone call as soon as possible, but do have many commitments, including teaching, throughout the day and we would ask that you understand and respect this).
- g) Agree to meet with the member of staff which is identified or delegated by the Headteacher, in the event of a dispute or disagreement. (N.B. The member of staff will be commensurate with the stage and scale of the concern and we will not accept demands to speak to a particular individual.)
- h) Make every effort to positively promote the school to the wider community and not publicly undermine the school or the implementation of school policies or publically manifest complaints or criticisms online, on social media platforms (eg Whatsapp / Facebook) or in public forums.
- i) When making a decision to contact the school, please remember that we are a school of 360 pupils. No school in the country has the capacity to enter into lengthy

or regular email or telephone conversations. Please note, telephone conversations are recorded for quality assurance purposes and to protect our staff.

- j) **We do not have the capacity to meet persistent or immediate demands from parents / carers.**

Any abusive, foul or insulting language, physical attacks or aggressive or threatening behaviour towards staff members, governors, pupils, parents or any member of the public within our premises, on the phone or online will not be tolerated under any circumstances. This also extends to posting or publishing comments online that risk bringing an individual or the school's reputation into disrepute.

Anyone exhibiting these behaviours will be formally warned by the school that this will not be tolerated and any future violation of this policy could then result in all future communications with the school being restricted to writing. The school will consider taking legal action as appropriate.

All members of Southdale Junior School community have the right to work without fear of abuse or violence at all times.

This Policy outlines the manner in which everyone is expected to act whilst on school premises, as well as further detailing the type of behaviour which will not be tolerated.

All employees of Southdale Junior School:

- Are required to demonstrate the highest possible professional standards at all times
- Build relationships with all pupils, and manage the children fairly and consistently
- Communicate with all parents and visitors with the highest level of professional courtesy
- Be aware of and conform to all safeguarding routines in the school
- Uphold the professional integrity of the school and teaching profession at all times

2. Excessive parental contact / demanding behaviour

Southdale Junior School is a very busy and successful school and our priority will always be to teach, supervise and support our pupils. We are committed to working positively with home to effectively deal with any issues or concerns. However, we would ask parents / carers to understand that we simply do not have the capacity to engage in excessive communications or lengthy meetings.

Please note that it is not possible to interrupt teachers during the school day as they need to remain with their classes and often have commitments before and after school. If you need to speak to a teacher, please contact the school office who will acknowledge receipt of your query within 2 working days.

Any emergency situations will be dealt with separately.

Please remember that any time dealing with complaints, excessive communications or questioning of school procedures is time away from our primary aim of supporting our pupils and their learning.

Please note the following:

- If parents / carers are rude, abusive or speak in an inappropriate tone over the telephone, our staff will politely end the call.
- If any email is rude or inappropriate in tone we reserve the right not to reply, or we may choose to take the action outlined within this policy.
- If parents / carers are rude, abusive or speak in an inappropriate tone during a meeting, our staff will terminate the meeting immediately.
- In either case, the school will forward a copy of this policy to reiterate our expectations and rights with regard to appropriate communication.
- When the school judges email correspondence to be excessive, the school reserves the right to cease communication or only offer a reply with a repeat of key messages already shared.
- In such circumstances, a face-to-face meeting will be offered to attempt to deal with any issues or concerns.
- Following reasonable attempts by the school to arrange a meeting at a mutually convenient time, or if a meeting is refused, then communication on this issue will cease.

Whilst we welcome feedback and regularly consult with a range of stakeholders in making key decisions, ultimately the school has to make decisions in good faith, which we deem to be in the best interests of our pupils. Whilst it is never our intention to disappoint, given the size of our school it is not always possible to secure agreement or consensus (and schools are not duty bound to do so). Decisions around behaviour expectations, uniform, teaching and learning strategies are at the discretion of the Headteacher and do not require consensus or parental approval. We are therefore unable to enter into lengthy discussion or debate regarding such issues. This position is protected by law.

3. Legal framework

- 3.1 This policy has due regard to statutory legislation, including, but not limited to, the following:

The Education Act 2011
The Equalities Act 2010
The Education Act 1996
The Children Act 2004

- 3.2 This policy also has due regard to statutory guidance, including, but not limited to, the following:

DfE (2019) 'Keeping children safe in education'

4. Related school policies

- 4.1 This Communications Policy has due regard to the following school policies and procedures:

- Health and Safety Policy
- Complaints Policy
- Equality and Diversity Policy
- Online safety Policy
- Child Protection and Safeguarding Policy

5. Expected behaviour

- 5.1 Simply put, we expect that all parents, visitors and members of the public will treat each other, staff members, pupils and external agencies with dignity and respect.
- 5.2 Parents should be aware of school policies, and know that copies are available via the school's website or from the school directly. When raising a concern, we would ask parents to ensure that they act in accordance with school policies and maintain a positive approach at all times whilst on the school premises and in their communications with school.

6. Inappropriate behaviour

- 6.1 Though fortunately rare, the school takes any instances of inappropriate behaviour very seriously and will not tolerate any circumstances which may make pupils or

- members of staff feel threatened. A perceived threat, or any action which makes another individual feel threatened, can be sufficient to bar parents from the premises.
- 6.2 The use of foul and abusive language will not be tolerated on the school premises or over the telephone
 - 6.3 Any individual at Southdale Junior School should not be discriminated against, whether a staff member, pupil or another adult, on the basis of their age, race, ethnicity, religion, cultural belief, attainment, disability, gender, sexuality or background.
 - 6.4 Bullying, harassment or intimidation, including physical, sexual and verbal abuse, will not be tolerated under any circumstances.
 - 6.5 The school holds the right to escort anyone off the premises who is displaying aggressive or disruptive behaviour.
 - 6.6 Under section 547 of the Education Act 1996, it is an offence for any person to cause a nuisance or disturbance on school premises, in such circumstances the police may be contacted to assist in the removal of individuals from the premises, where necessary.
 - 6.7 As outlined in this policy, the persistent occurrence of unacceptable behaviour can result in individuals being permanently banned from the premises.
 - 6.8 The sending of abusive or threatening written or email messages will be treated in the same way as any other abusive or threatening behaviour.
 - 6.9 The following are examples of inappropriate behaviour which may result in sanctions being issued against an individual:
 - Causing intentional damage to school property
 - Breaching the school's security procedures
 - Verbal abuse: swearing, talking in an aggressive manner, using offensive language or raising their voice at another individual
 - Making racist or sexual comments, or discriminating against any member of staff or pupil for any reason of position, gender or any other personal characteristic or behaviour
 - Physical violence
 - Physically intimidating an individual such as by standing in very close proximity
 - The use of threatening body language such as shaking a fist or wagging a finger close to an individual's face.
 - Writing or online messaging abusive or defamatory comments regarding an individual or the school, including on social media

7. Use of social media

- 7.1 Everyone is expected to act in an appropriate manner when communicating about the school on social network sites, such as Facebook, Twitter and Instagram. This extends to social media messaging platforms such as Whatsapp, Facebook Messenger and iMessage.
- 7.2 Parents and visitors must not attempt to befriend or otherwise contact members of staff or pupils through social media. Where contact has been attempted, this should be reported to the Headteacher.
- 7.3 Online content (including rumours, allegations and criticism) which are damaging to the school or any members of the school community should not be posted. In the event of defamation, the school will consider legal action.
- 7.4 All members of the school community, including parents and visitors are encouraged to use social media responsibly in order to set a positive example for pupils.
- 7.5 Cyber bullying of any kind will not be tolerated and will be dealt with as a serious incident.
- 7.6 Any cases of social media use that breach the guidelines of this policy will be reported to the Leadership Team immediately.
- 7.7 The Leadership Team will report offending individuals using the appropriate 'report abuse' section on the specific social media site, and will arrange a meeting with the individuals concerned to discuss their use of social media.
- 7.8 The individual will be advised to remove any posts or comments that are harmful, immediately.
- 7.9 The Leadership Team may contact the police for legal action where necessary.
- 7.10 The School reserves the right to cease communication (except when in relation to the safeguarding of young people) with any individual who behaves outside the acceptable behaviour outlined in this policy.

8. Managing inappropriate conduct

- 8.1 In the instance of inappropriate behaviour, the school will follow a number of procedures, depending on the severity of the situation:
 - Contact will be made by a member of the Leadership Team to discuss the issues raised in a meeting or a written warning will be issued
 - Anyone who is creating a nuisance or disturbance will be asked to leave the premises. The school may issue a letter banning any individual from the site.
 - If an individual has been previously barred from the premises, or is causing a serious disturbance, the school will contact the police in order for the individual to be removed from the premises.
 - The school will always contact the police in the event of any serious threat or incidence of violence and assault, and in the event of any actual harm caused to an individual.

9. Monitoring and review

- 9.1 This Policy will be reviewed on a regular basis by the Headteacher and Governing Body and any changes made will be communicated to all parents and staff at the school.

If any parent / carer behaves in a manner that this policy outlines as unacceptable (such as abusive, aggressive, inappropriate or excessive contact, etc.) the school may choose to take appropriate action in line with our legal position or forward a copy of this policy to appropriate individuals to ensure that parents / carers are aware of expectations for future behaviour; the position of the school; our legal rights and protection and any action that we might choose to take.

If parents are unhappy with a decision to implement this policy, they have the right to pursue the issue in line with Southdale Junior School's published Complaints Policy and Procedures.