

FARCET C. of E PRIMARY SCHOOL



POSITIVE COMMUNICATIONS POLICY

'I can do all things through Christ, who strengthens me.'
Philippians 4:13

Date Agreed: Oct 24

Date for Review: Oct 25

This policy, having been presented to, and agreed upon by the whole staff and Governors, will be distributed to:

- All teaching staff
- School governors

A copy of the policy will also be available in:

- The staffroom
- The school website
- The school office



RATIONALE:

We are very fortunate to have a supportive and friendly school community here at Farcet C. of E. Primary school. We want all our parents and carers to recognise that a positive home-school relationship enables pupils to flourish in and out of school.

As a partnership, our parents/carers should understand the importance of a good working relationship to equip children with the necessary pro-social behaviours required for adulthood. For these reasons, we continue to welcome and encourage parents/carers to participate fully in the life of our school. Parental engagement with their children's learning is important in supporting attainment and progress but families also play a vital role in upholding the school's ethos and behaviour expectations to promote a healthy respect for education and the school staff.

Therefore, contact between parents/carers and the school must be **appropriate, proportionate** and **respectful** of the professional knowledge, experience and skill of all staff employed at Farcet C. of E. Primary School.

PURPOSE:

The purpose of this Policy is to provide a reminder to all parents, carers and visitors to our school about their expected conduct. This is so everyone can continue to flourish in a positive and pro-active atmosphere of mutual respect and understanding of its core purpose.

THE POLICY SETS OUT:

- The general principles underpinning the conduct of members of the school community
- How it is expected that communication between parents/carers and the school will take place
- What behaviour towards the school and members of the school community is deemed unacceptable and open to challenge by the school
- The additional steps the school can take in respect of unacceptable behaviour by a parent or carer

GENERAL PRINCIPLES:

- The school is governed by the school rules and policies as decided upon by the Diocese of Ely Multi-Academy Trust, the Governing Body of the school and the Senior Leadership Team.
- Respect the caring ethos and values of our school and uphold its importance particularly in conversations pertinent to school life.
- Understand that both teachers and parents need to work together for the benefit of pupils
- Demonstrate that all members of the school community should be treated with respect and therefore set a good example in their own choice of language and behaviour when communicating with school staff and other members of the community on the school site

ACCEPTABLE COMMUNICATIONS:

There are many reasons you might want to communicate with the school or a member of staff at the school. This could be simply a short message passed on at the door, phoning in to report a child's absence or informing the member of staff that your child is feeling a little under the weather. These short conversations to impart information are entirely necessary and welcomed. We enjoy speaking with families on the door, spreading good news and ensuring the playground is a happy and welcoming place for the school community at the beginning and end of day. We also understand that some messages might need a longer, or more formal conversation, or that sometimes an email is sent as a parent may need to update the school on an issue during the school day.



COMMUNICATION TIMEFRAMES

We understand that messages about your children are highly important to you, however, please remember how busy staff are during the school day, particularly first thing in the morning. If you need to approach the school to help resolve any issues of concern:

- Firstly, make an appointment to meet with the **class teacher**.
- We will endeavour to respond to telephone calls or emails within **two school days of receipt**.
- Where you need to speak with a member of staff, make an appointment to do so at a time when they can give you their full attention.
- **Staff communication is strictly limited to 8:30am to 5pm (both online and in person).**
- Staff are only available the same day if there is an **urgent safeguarding concern**.
- If you wish to correspond by email, this should be done through the school's central email address at office@farcet.cambs.sch.uk. This address is monitored regularly during working hours and emails forwarded to the appropriate member of staff or Governor.
- If you feel the matter is still not resolved, please follow the procedure in the school's **Complaints Policy** which is available under the heading **Policies** on the school website.

CONDUCT ON THE SCHOOL SITE:

Conduct on site is highly important, it not only forms a vital part of the working relationship between home and school but also models to the children how adult interactions should be handled. For the safety and well-being of the whole school community please:

- Ensure that all communications are polite and that you are always mindful of the right of the recipient to be treated with respect.
- When meeting face to face with members of staff to discuss any matters concerning your child's education or wellbeing in school, please approach the matter calmly and politely as this will ensure progress can be made to address any issues or concerns. Remember that if you wish to speak with a member of staff, it will normally fall to you to make a mutually convenient appointment.
- **Refrain from sending any form of correspondence to members of staff or Governors at the school demanding an immediate response, as the matter will be dealt with in an appropriate timeframe by school staff.**
- Refrain from sending lengthy, frequent, demanding, or disrespectful emails to staff members, or those that make unsubstantiated accusations, as this will seriously undermine the positive home-school relationship and its benefits for your child.
- Do not use language that calls in to question staffs' professional abilities or represents any form of personal attack or seeks to direct how they carry out their professional roles or run the school. **The running of the school is a matter for the Senior Leadership Team, the Governing Body and the Diocese of Ely Multi-Academy Trust.**
- It is unacceptable to record telephone conversations or meetings with staff and/or Governors at without making them aware you are doing it and seeking their express permission to capture what could be their personal information and breach their human right to privacy which extends to their workplace.
- Do not resort to any other form of criticism of the school, its staff or Governing Body or any other matters that relate directly to the school via a medium other than the schools complaints policy.
- It is entirely unacceptable to raise your voice, use language that is disrespectful, rude, offensive, aggressive or threatening to invade a staff member's personal space.
- Do not approach any other pupil in order to discuss a school incident, disagreement or disclosure.
- Obscene language on the school site will be deemed as anti-social and steps may be taken to ban the persons responsible. Children find obscene language very distressing and it will not be tolerated.

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ADDITIONAL STEPS BY THE SCHOOL:

- Any member of staff or Governor may challenge inappropriate behaviour as set out above, by politely requesting the person concerned to stop behaving in this way, they may also end an unacceptable phone call or meeting if the behaviour continues.
- The school may correspond in writing with a parent or carer to challenge behaviour that the school finds unacceptable such as being rude to a member of staff, using obscene language on the school site, using aggressive or threatening behaviours such as raised voices, refusing to listen or sending too many emails making unreasonable demands of the school.
- Parents and carers who continue to show unacceptable behaviour towards a member of school staff can be issued with a letter banning them from entering the school site and stating that all communications are to be issued through a third party, email only system.

We trust that parents and carers will assist our school with the implementation of this policy and we are very fortunate to have a school community that recognises the importance of respectful communication and positive parent/carers relationships with the school staff.