

# STANBURN PRIMARY SCHOOL



## Positive Communication Policy

<b>Committee Responsible:</b>	FGB
<b>Date:</b>	July 2022
<b>Reviewed By: (Committee Name)</b>	FGB
<b>Next Review Date:</b>	July 2024
<b>Name and Signature:</b>	Elaine D'Souza

## 1. Introduction

At Stanburn Primary School we strive to build strong relationships with parents, carers and visitors. This helps 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.

**All members of Stanburn Primary School community have the right to work without fear of abuse (written or verbal) or violence at all times.**

This Positive Communications Policy outlines the manner in which everyone is expected to act as well as further detailing the type of behaviour which will not be tolerated.

All employees of Stanburn Primary School:

- are required to demonstrate the highest possible professional standards at all times;
- deal with all pupils, fairly and consistently;
- communicate with all parents and visitors with 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.

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 and productive manner, whether in person, on the phone, or online. In this way, staff, pupils, parents, carers and members of the public always behave respectfully to each other, which helps to promote the most constructive working and learning environment.

Stanburn Primary 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 communication) 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.
- c) Always communicate (by telephone, email, or in meetings) in a constructive and respectful manner.
- d) Refrain from communicating in a manner which could be perceived as accusatory, threatening or unreasonable.
- e) Work alongside the school to support their child's behaviour where necessary, understanding and accepting that a behaviour policy is fundamental and necessary to a safe and purposeful learning environment.
- f) Make reasonable requests for meeting times, and not expect to see any member of staff without a prior appointment.
- g) Agree to meet with the member of staff who is identified or delegated by the Headteacher. The member of staff will be commensurate with the stage and scale of the concern and we will not accept demands to communicate with 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 publicly manifest complaints or criticisms online, on social media platforms (e.g. WhatsApp / Facebook) or in public forums.

Whilst we welcome feedback and may consult with a range of stakeholders in making key decisions, ultimately the school has to make decisions which we deem to be in the best interests of our pupils. Whilst it is never our intention to disappoint, it is not always possible to secure agreement or consensus and the school is not duty bound to do so.

Decisions around the operations of the school, teaching and learning or the strategic direction are at the discretion of the Headteacher and do not require consensus, consultation or parental approval.

## **2. Expected Behaviour**

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. 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 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 communication with school.

## **3. Emailing the school**

Email is a quick, effective way of communicating necessary information and is the school's preferred method of communication. Emails received will be acknowledged within 2 working days and responded to within 10 working days.

Parents and carers should contact the school via email for a general enquiry as an alternative to telephone or letter. The school email address is: [office@stanburn.harrow.sch.uk](mailto:office@stanburn.harrow.sch.uk)

Under no circumstances should staff contact pupils or parents/carers using their own personal email address. Likewise parents should contact staff via the office email and not through personal email addresses.

## **4. Telephone calls**

In a non-emergency, a return call will be aimed to be made within 2 working days, with any follow up action from the request /query/problem being dealt with within 10 working days. Staff will make a log of a telephone conversation.

## **5. Excessive Parental Contact / Demanding Behaviour**

We are committed to working positively to effectively deal with any issues or concerns. However, we ask parents/carers to understand that we will not engage in excessive communications or lengthy and repetitive meetings.

Once the school has given a reasonable amount of time to address an issue or concern, we will not engage in further communication regarding those issues to which we have already responded.

Any emergency situations will be dealt with separately.

## **6. Actions:**

- If parents/carers are rude, abusive or speak in an inappropriate tone over the telephone, our staff will 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 face-to-face meeting or a virtual meeting, our staff will terminate the meeting immediately.
- In circumstances where school has listened to the request of a stakeholder, considered the request and shared the outcome of this, should the stakeholder continue to repeat or labour the same request, the school reserves the right to cease communication or to limit the reply with a repeat of key messages already shared.
- 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.
- This policy does not impact on the right of parents and carers to make formal complaints in line with the school's complaints policy which can be found on our website.
- Once the school has received notice of a formal complaint, the issues around the complaint can no longer be discussed outside of the Complaints Procedure unless it is in a way to find an informal or early resolution that the school is in agreement with.

If a 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.

This policy ensures 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.