

STANBURN PRIMARY SCHOOL



Positive Communication Policy

Committee Responsible:	Senior Leadership Team
Date:	October 2025
Next Review Date:	October 2027
Name and Signature:	E 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.

This Positive Communication 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.

Please note that our staff do not consent to being recorded during meetings or telephone calls. If they become aware that the exchange is being recorded, they have the right to end the conversation immediately.

Stanburn Primary School therefore asks parents, carers and visitors to:

- a) Treat each other, staff members, pupils and external agencies with dignity and respect.
- b) 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.
- c) Work constructively with staff members to resolve any issues of concern, including clarifying specific events in order to bring about a positive resolution.
- d) Always communicate (by telephone, email, or in meetings) in a constructive and respectful manner.
- e) Refrain from communicating in a manner which could be perceived as accusatory, threatening or unreasonable.
- f) 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.
- g) 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).

- h) Agree to communicate or meet with the member of staff which the school deems most appropriate in dealing with the particular situation. (N.B. The member of staff will be commensurate with the stage and scale of the concern and the choice of staff member is not open to negotiation.)
- i) 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.
- j) When making a decision to contact the school, please remember that we are a school of over 700 pupils. We do not have the capacity to enter into lengthy or regular email or telephone conversations or meet persistent or immediate demands from parents / carers.
- k) 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.

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. Where the school is required, by statute, to consult for example on Sex Education Policy, it will of course do so.

2. Expected Behaviour

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

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.

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, the school's legal rights and protection, and any action that the school might choose to take.

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

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

Effective telephone communication can sometimes be a problem in a school, where teachers may be teaching full-time and running clubs or working with pupils at lunchtime or after school. Parents and carers may be frustrated if they feel that a message elicits no immediate reply, when in fact there has been no available opportunity for the member of staff to reach a telephone to return a call.

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. The school number will be used. Staff will not share their personal number with parents.

5. Meetings

The school will only meet with the child's parent/legal guardian. Meetings will not be held with a third party representing the parent/carer, unless the parent/carer does not speak English and the representative is an interpreter.

6. 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.

7. 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.
- In such situations where staff feel that they have been misquoted or misrepresented, the School reserves the right to limit contact to written communications. This is entirely at the discretion of the school.
- When the school judges email correspondence to be excessive, the school reserves the right to:
 - cease communication;
 - limit replies to a repeat of key messages already shared;
 - arrange an alternative method of communication;
 - set out a plan for a reasonable, manageable schedule of contact.
- 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.

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.

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 or strategic direction are at the discretion of the Headteacher and do not require consensus or parental approval. Equally, the school reserves the right to disregard advice given or offered by stakeholders (however well-meaning) that it believes are not in the best interests of its pupils or staff. This includes advice that either exceeds or contradicts DfE (Department for Education) guidance. We are therefore unable to enter into lengthy discussion or debate regarding such issues. This position is protected by law. Please see our published 'Operational and Strategic Decisions Policy'

8. Communication of Political Views and standpoints

We want our pupils to develop a strong understanding of current and historical affairs; continuing to develop their own opinions and we fully recognise the benefit of healthy, respectful debate. However, in line with the provisions set out within the Education Act (1996), the school is not permitted to allow the pursuit of partisan political activities by staff or pupils. This can include, and is not limited to, displaying political symbols and campaign slogans (all graffiti, whatever the intention, is not an accepted part of our behaviour policy). Where political issues are discussed in lessons or extra-curricular activity, steps will be taken to ensure there is a balanced presentation of opposing views. Given that some topics are incredibly complex and engender strong emotive responses, staff and pupils are asked to take into account the sensitivity of key topics. It may be that, at the discretion of the Headteacher, the school decides that it is not appropriate to open certain topics to whole class or group debate. This is in the interests of avoiding any pupil, or group, feeling marginalised and is ultimately in the interest of protecting community cohesion and our fundamental value of kindness.

9. Legal Framework

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

The Education Act 2011
The Education Act 1996
The Children Act 2004

The Malicious Communications Act 1988 prevents the sending of communications (including online messages or letters) that convey a threat, a grossly offensive or indecent message, or false information, if the intention of the sender is to cause distress or anxiety to the reader or recipient. The offence is punishable by up to six months in prison or a fine.

The Protection of Harassment Act 1997, which makes it a criminal offence to pursue a course of conduct that, in the eyes of a reasonable person, amounts to harassment, or to harass two or more individuals with the intention of persuading a person to do or not do something. As such, online trolling or cyber-bullying can be criminal offences, for which there are serious consequences. Under section 2 of the Protection of Harassment Act 1997, a person guilty of the offence of harassment, which is a summary offence, can be imprisoned for a term of up to six months or given an unlimited fine. There is also a more serious offence, which involves a course of conduct that puts a person in fear of violence, which is an indictable offence carrying a potential sentence of five years in prison (section 4 of the Protection of Harassment Act).

The Defamation Act 2013 which covers libel and slander and allows legal action to be taken in respect of comments which you make (or have made) relating to the school or its employees where such comments cause (or may be likely to cause) serious harm to the reputation of the school or its employees. This would include any comments you make online, such as Facebook or other social media platforms.

This policy also has due regard to statutory guidance, including (but not limited to the following):
DfE (2025) Keeping Children Safe in Education.

10. Monitoring and Review

This Policy will be reviewed on a regular basis by the Headteacher/Senior Leadership team.

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.

COMMUNICATION CHART – 2025-26

Contact Details:

The school office can be contacted by telephone between **8.30 am and 3.45 pm** on weekdays - term time only.

Postal Address	Telephone/Fax/Email	
Stanburn Primary School Abercorn Road Stanmore Middlesex HA7 2PJ	Telephone:	0208 954 1423
	Email:	office@stanburn.harrow.sch.uk
	Web:	www.stanburn.harrow.sch.uk

Messages, Queries, Concerns	Action
If your child is absent from school.	▪ Please notify the school office each day of absence either by telephone on 020 8954 1423 or by email before 9 am. ▪ Please note that this notification does not guarantee that absences will be authorised. ▪ Evidence is required for all medical appointments.
If you have a quick message for your child's teacher	▪ Send a Dojo message via Class Dojo ▪ Urgent messages may be left at the school office by a phone call.
If you would like to talk about your child's learning progress.	▪ Make an appointment via Class Dojo to speak with your child's class teacher.
If you are concerned about social behaviours.	1. In the first instance, make an appointment to speak with your child's class teacher. 2. If, following your discussion you would like more information, make an appointment to speak with the Year Leader who is responsible for the year group. 3. If further support is required, this will be referred to a Senior Leader.
If you would like to discuss your child's special educational needs.	▪ Please email the school office, in order to make an appointment to speak with the Inclusion Lead / SENDCO. ▪ Email: sendco@stanburn.harrow.sch.uk
If you would like to discuss any safeguarding concerns regarding your child.	▪ Please email the school office, in order to make an appointment to speak with the Designated Safeguarding Lead ▪ Email: safeguarding@stanburn.harrow.sch.uk

If you would like information about the School's Wrap Around Care	▪ Check the school website ▪ Email wraparoundcare@stanburn.harrow.sch.uk ▪ Call 07860 829 913
If you would like to find out about our Extra Curricular Activities – run by the school or external providers.	▪ Check the school website ▪ Contact the relevant provider ▪ Email the office on office@stanburn.harrow.sch.uk
If you have a ParentPay query or require a username & password, payment barcode or card.	▪ Enquiries can be made to Ms H Patel on 0208 954 1423 or Mrs Cozma on 0208 954 1423 option 3 (finance)
If you have any queries or would like to find out about music lessons.	▪ Email the school office on: office@stanburn.harrow.sch.uk

All other requests will be acknowledged within three working days and a full response will be provided within ten working days.

If you have an issue:

- Contact your child's class teacher in the first instance,
- If unresolved, contact the Year Lead;
- If unresolved, it will be passed to a Senior Leader.

If parents/carers contact the school requesting to see a particular person, the school reserves the right to decide who is the best person to deal with the enquiry.

All correspondence will be acknowledged in 2 working days and responded to within 10 working days.