Positive Communication and Conduct Policy

Introduction

At Peel Park Primary School, we strive to build strong, positive relationships with parents, carers, visitors and the wider community. These relationships help create a safe, nurturing and successful learning environment in which all children can thrive and achieve their personal best.

We believe that open, respectful and constructive communication between home and school is essential. The trust, support and cooperation of parents and carers are fundamental to the continued success of our school and the wellbeing of our pupils.

This Positive Communication and Conduct Policy explains how the school communicates with stakeholders, how stakeholders can communicate with the school, and the standards of conduct expected from everyone within our school community.

All employees of Peel Park Primary School are expected to demonstrate the highest professional standards at all times by:

- Treating all pupils fairly, consistently and with respect.
- Communicating professionally and courteously with parents, carers and visitors.
- Following all safeguarding procedures and expectations.
- Upholding the integrity and reputation of the school and the teaching profession.
- Acting in accordance with the school's policies, procedures and values.

Likewise, we ask all parents, carers, visitors and stakeholders to communicate respectfully and work collaboratively with the school in the interests of our pupils.

How We Will Communicate with You

Class Dojo

Class Dojo is our primary method of communication for sharing information, reminders, photographs and updates. Information will normally be shared through School Story or your child's Class Story and can be translated into your preferred language.

Where information relates specifically to your child, we may send a private message.

Arbor

Arbor is our Management Information System where we hold all our pupil and family's details. We use this to communicate via the in-app. We ask that all families download the app and switch on their notifications in order to receive messages from school. We use the app for families to book clubs and parents evenings and will eventually use this for trip permissions and payments.

Text Messages

Please ensure that the school always holds an up-to-date telephone number for the main carers. Text messages may be used to communicate urgent information, attendance matters, changes to arrangements, club cancellations, emergency closures or other important updates.

Email

Email may be used where information is more detailed or where documents need to be attached.

Letters

Although we aim to minimise paper communication wherever possible, letters may still be used where a response is required or where this is the most effective communication method. Copies of letters will generally also be available on the school website.

Telephone Calls

Where discussion is required, staff may contact parents by telephone. Telephone calls may also be used where urgent contact is required, for example if a child becomes unwell during the school day.

Face-to-Face Meetings

Staff are often available at the beginning and end of the school day for brief conversations. If a more detailed discussion is required, an appointment will normally be arranged at a mutually convenient time.

Translation support is available and should be requested in advance wherever possible

How You Can Communicate with Us

Class Dojo

Class Dojo is a quick and effective way of communicating routine information or asking straightforward questions.

Messages received during term time will normally receive a response within two working days. Staff are not expected to monitor or respond to messages outside of their normal working hours.

Where a matter requires detailed discussion, supporting documentation or investigation, an email, telephone call or meeting may be more appropriate.

Telephone Calls

We understand that parents and carers may wish to speak directly with staff. However, teachers spend the majority of the school day teaching and supporting pupils and may not be immediately available.

Where a call cannot be taken immediately, a return call will normally be made within two working days. Any associated follow-up actions will normally be completed within ten working days, unless more extensive investigation is required.

Email

Emails will normally be acknowledged within two working days. A full response, or an indication of when a response can be expected, will usually be provided within ten working days.

Staff must never communicate with pupils, parents or carers using personal email addresses or personal social media accounts.

Working Together Respectfully

Peel Park Primary School asks all staff, parents, carers and visitors to:

- Support the ethos, vision and values of the school.
- Treat all members of the school community with courtesy and respect.
- Communicate calmly, constructively and professionally.
- Work together to resolve concerns in a positive and solution-focused manner.
- Support the school's behaviour expectations and policies.
- Respect reasonable appointment procedures and meeting arrangements.
- Follow safeguarding procedures and site expectations at all times.
- Avoid behaviour that may be perceived as intimidating, threatening, abusive or unreasonable.
- Raise concerns directly with the school through the appropriate channels rather than through social media or public forums.

Whilst we actively seek and value feedback from our stakeholders, the school is required to make decisions in good faith that it believes are in the best interests of pupils.

Not all decisions will receive universal agreement. Decisions relating to curriculum, behaviour, staffing, organisation, uniform, operational matters and the strategic direction of the school are ultimately the responsibility of the Headteacher and Governing Body.

Conduct on Social Media and Public Forums

Parents, carers and visitors are asked to use social media responsibly.

Concerns regarding the school should be raised directly with the school through the appropriate channels.

The school expects individuals to refrain from:

- Making abusive, offensive or discriminatory comments.
- Publishing confidential information relating to pupils, families or staff.
- Making defamatory, malicious or knowingly inaccurate statements.
- Sharing photographs or videos of pupils or staff without permission.
- Using social media to incite hostility or undermine positive relationships within the school community.

Nothing in this policy prevents parents or carers from expressing their views appropriately or raising legitimate concerns through the school's established procedures.

Conduct When Visiting School

We warmly welcome parents, carers and visitors to school events, performances, assemblies, open days, parents' evenings and celebrations.

When attending school, visitors are expected to:

- Treat staff, pupils and other visitors with courtesy and respect.
- Follow instructions issued by school staff.
- Remain in designated visitor areas unless authorised otherwise.
- Respect safeguarding procedures at all times.
- Refrain from consuming alcohol, smoking, vaping or using illegal substances on school premises.
- Avoid behaviour that may cause distress, alarm or disruption to pupils or other visitors.
- Ensure mobile phones are used responsibly and do not compromise the privacy or safeguarding of others.
- Show consideration and respect during performances, assemblies and celebrations.

The school reserves the right to ask any individual to leave the premises if their conduct causes concern.

Unacceptable Behaviour

The following behaviours are considered unacceptable:

- Shouting at, threatening or intimidating staff, pupils, parents or visitors.
- Swearing or using offensive, discriminatory or abusive language.
- Physical aggression or threatening behaviour.
- Excessive, repetitive or unreasonable communication.
- Persistently raising the same issue after a full response has been provided and no new information has been presented.
- Recording meetings or conversations without the knowledge of those present.
- Publishing confidential information relating to pupils, families or staff.
- Entering restricted areas without permission.
- Refusing to comply with reasonable requests made by staff.
- Making malicious, defamatory or inflammatory comments online or in public.

Managing Unreasonable Communication

The school recognises that parents have a right to raise concerns and seek clarification when needed.

However, where communication becomes excessive, abusive, threatening, repetitive or vexatious, the school may take steps to manage communication appropriately.

This may include:

- Reminding individuals of this policy.
- Requiring communication through a named member of staff.
- Limiting communication to a particular method.
- Responding only where new information is presented.
- Requiring meetings to be pre-arranged and attended by more than one member of staff.
- Suspending communication while appropriate procedures are followed.

Where the school has carefully considered a request, provided a response and no new information is presented, the school may discontinue further correspondence on that particular matter.

Whenever possible, a face-to-face or virtual meeting will be offered before communication restrictions are implemented.

Complaints

This policy does not affect the right of parents and carers to make a formal complaint under the school's Complaints Policy.

Once a formal complaint has commenced, communication regarding the matter will usually take place through the complaints process unless both parties agree that an informal resolution remains possible.

Nothing within this policy prevents any person from reporting a safeguarding concern, which will always be considered in accordance with the school's safeguarding procedures.

Possible Actions Following Unacceptable Conduct

Where behaviour falls below the standards expected within this policy, the school may:

- Issue a verbal or written reminder of expectations.
- Require communication through a designated contact.
- Restrict methods of communication.
- Require meetings to take place with senior staff present.
- Issue a formal warning.
- Withdraw permission to enter certain parts of the school site.
- Issue a temporary ban from the school premises.
- In exceptional circumstances, issue a permanent ban from the school site or seek support from external agencies where necessary.

Any action taken will be proportionate to the nature and seriousness of the behaviour.