



At Knights Enham Schools we provide...

Inclusive and ambitious learning experiences where our school community feels safe and motivated to achieve their best.

'Together We Achieve'

Parent Communication & Behaviour

(based on a model policy from Hampshire County Council)

Approved: Sept 2026

Date of next review: Sept 2027



Knights Enham Schools

Communication

We believe it is important to create a safe, respectful and inclusive environment for pupils, staff and parents in our school. We encourage clear, open communication links with parents as we believe it has a positive impact on pupils' learning. It provides parents with the information they need to support their child's education and helps to build a partnership between home and school. Such communication can be entirely positive and practical for example to seek information, ask a question, clear up a misunderstanding or to draw attention to a matter. Sometimes there is a need to resolve an issue or misunderstanding.

We use the term 'parents' in this policy to refer to:

- Anyone with parental responsibility for a pupil
- Anyone caring for a child (such as grandparents or child-minders)

The term member of staff as referred to in this policy includes:

- Anyone employed by the school
- Anyone training in a professional capacity at the school
- Governors (when acting in this capacity)
- Volunteers at the school (when acting in this capacity)
- Anyone employed through an external agency, who are acting in a professional capacity on the school site

The communication policy aims to set out the methods of communication available to parents for contacting the school and our expectations from parents when visiting our school or communicating with staff at our school.

We acknowledge that sometimes there can be situations that can be emotional and challenging for parents and staff to work through. Nonetheless, we expect all our community to show mutual respect. We have clear expectations and guidelines on behaviour for all members of our community. This includes staff (through the staff code of conduct) and pupils (through our behaviour policy). We also expect parents to engage constructively with school staff and to work together with them in the best interests of our children.

We will only communicate with parents in respect of their own child at the school. Requests to raise a concern on behalf of another parent will be declined, as will be requests for information on another child. Should any correspondence be received from legal advisers then this will be shared with the school's legal advisers.

If parents are considering making a formal complaint, then our policy can be found on the school website. However, stage 1 of our policy suggests that other forms of communication can often help in resolving issues and we encourage parents to use this route. However, this is not compulsory and



does not prevent the use of the complaints policy either straight away or after other forms of communication have been tried.

Communication with the school

In the case of communications with the school, that are not raising a formal complaint the following guidance will apply.

Meetings

1. Face-to-face conversations are generally the best way of communicating with the school at drop off or pick up for quick, short messages.
2. When a member of staff is not able to speak to you immediately face-to-face due to school commitments, or a longer conversation is deemed necessary or appropriate, then a request for an appointment can be made to discuss the matter either in person or by telephone, at a later date. **Knights Enham will make contact to arrange a meeting within 2 – 3 working days.**
3. Outside of teaching hours, all staff have additional duties which they perform either before school, during break/lunch or after school so availability of staff outside of teaching hours should not be assumed.
4. Should a meeting be requested the decision of which staff member will attend will rest with the Headteacher.

Email

Parents are welcome to email both the Junior and Infant School offices about non-urgent issues in the first instance on

admin@knightsenham-jun.hants.sch.uk

admin.inf@knightsenham.hants.sch.uk

To help us understand and respond to concerns effectively, please keep emails clear, concise and focused on the main points.

The school will aim to respond **within 2 working days**. If a response is unable to be provided within this timeline, which can be to ensure a full and considered response, then a revised timeline will be provided and communicated. We ask that parents await a response from the school and that further emails are not sent pending that response, unless the new deadline has passed.

Phone calls

If a query or concern is time sensitive and urgent the parent should call the Junior or Infant office, who will liaise as necessary at the earliest opportunity with relevant school staff. In most circumstances, teaching staff, Senior Leaders and the Leadership team may not be available to receive calls straightaway due to teaching and other commitments.



If the query or concern is not time sensitive and urgent then parents should email or call the school office and the relevant member of staff will aim to contact them **within 2 working days**. If this is not possible (due to teaching or other commitments), someone will respond to schedule a phone call at a convenient time.

For general enquiries, please call or email the Junior or Infant admin office.

Social Media

The school will not respond to concerns raised via social media.

Should the school be made aware of any physical threats or abusive behaviour towards staff members on social media then the school will consider reporting this to the Police and seeking the removal of this content from the site.

Communication during school hours/ working days

Staff will **aim** to respond to communication during core school hours **8am- 4pm**, or their working hours if they work part-time.

Parents should **not** expect staff to respond to their communication outside of core school hours (**8am- 4pm**), or during school holidays.

Staff may choose to work around other responsibilities and commitments and respond outside of these hours, but they are **not expected** to do so.

Parent, Carer and Visitor Behaviour Policy

Behaviour

At Knights Enham Schools, we believe that staff, parents, carers, visitors and children are entitled to a safe and protective environment in which to learn and work. Behaviour that causes harassment, alarm or distress to members of the Knights Enham community is contrary to the values and aims of the school.

We are committed to providing a safe, welcoming and respectful environment. Abusive, threatening, intimidating, discriminatory or violent behaviour towards any member of Knights Enham community will not be tolerated.

Expectations

We expect:



- That adults set a good example to children at all times, showing them how to get along with all members of the school and wider community.
- That no member of staff, parent, carer, child, governor or visitor is subjected to abusive, threatening or intimidating behaviour.
- That all communication with Knights Enham staff, whether in person, by telephone, in writing or online, is respectful and appropriate.
- That disagreements or concerns are raised calmly and through the appropriate school procedures.
- That physical attacks, threatening behaviour and abusive or insulting language, whether verbal, written or online, towards staff, governors, parents, carers, children or other users of the school premises will not be tolerated.

Where concerns arise, the Knights Enham will consider the nature, seriousness and circumstances of the behaviour and will take appropriate and proportionate action. This may include a verbal or written warning, arrangements regarding communication with the school, restrictions on access to the school site, withdrawal of permission to enter school premises, contacting the police where appropriate, or other action necessary to safeguard members of the school community.

Persons Causing Nuisance or Disturbance on School Premises

Section 547 of the Education Act 1996 makes it an offence for a person to cause a nuisance or disturbance on school premises.

School premises are private property and parents, carers and visitors are ordinarily granted permission to enter the premises for legitimate school purposes.

Where a person's behaviour causes a nuisance or disturbance, or presents a risk to the safety or wellbeing of members of Knights Enham community, the school may consider restricting or withdrawing that person's permission to enter the premises. Any action taken will have regard to the circumstances of the incident and will be proportionate to the behaviour concerned.

Where necessary, the police may be contacted, particularly where there is a concern about immediate safety, threatening or violent behaviour, or a potential criminal offence.

Where access to the school premises is restricted or withdrawn, parents/carers remain responsible for ensuring appropriate arrangements are made for their child to attend and be collected from school. The school will work with the parent/carers, where appropriate, to establish suitable arrangements that do not compromise the safety of the school community.

A parent/carers who wishes to challenge a decision to withdraw permission to enter the school premises may write to the Chair of Governors within ten school days of receiving the decision.

Guidelines: Unacceptable Behaviour



The following are examples of behaviour that Knights Enham considers unacceptable. **This list is illustrative and is not exhaustive:**

- Shouting at another person, whether in person or over the telephone.
- Abusive, offensive, insulting or threatening written or electronic communication.
- Speaking in an aggressive or threatening tone.
- Physically intimidating another person, for example deliberately standing excessively close to them.
- Aggressive hand gestures or threatening movements.
- Physical threats or threats of violence.
- Shaking or holding a fist towards another person.
- Swearing at or directing offensive language towards another person.
- Pushing.
- Hitting, slapping, punching or kicking.
- Spitting.
- Damaging or threatening to damage school property or the property of another person.
- Discriminatory, prejudicial, abusive or harassing language or behaviour.
- Sexualised comments, harassment or inappropriate sexual language.
- Behaviour which targets or intimidates an individual or group.
- Refusing to comply with a reasonable request made by a member of staff where this is necessary to maintain safety on the school premises.
- Abusive or threatening behaviour through social media, messaging applications, email or other online platforms.

All incidents will be considered according to their individual circumstances, including their seriousness, frequency, impact and any risk posed to children, staff or other members of the school community.

Inappropriate Use of Social Media and Online Communication

Social media, messaging services and other online platforms can provide useful ways for members of the community to communicate. However, their use must not result in abuse, harassment, threats or intimidation towards children, families, staff, governors or other members of the school community.

The school considers online behaviour unacceptable where it includes, for example:

- threatening, abusive or intimidating messages;
- harassment or bullying of a member of the school community;
- discriminatory or prejudicial comments;
- the inappropriate sharing of personal or confidential information;
- content that raises a safeguarding concern regarding a child; or
- encouraging others to engage in threatening, abusive or intimidating behaviour.



Where inappropriate online content relates to the school or members of its community, the school may raise the matter directly with the individual concerned and, where appropriate, use the reporting mechanisms provided by the relevant online platform.

Where online behaviour raises safeguarding concerns, these will be dealt with in accordance with the school's Child Protection and Safeguarding policies and procedures. Where the content may constitute a criminal offence or presents an immediate risk to an individual, the school may contact the police or another appropriate agency.

Responding to Inappropriate Behaviour by Adults

At Knights Enham Schools, abusive, threatening, intimidating, discriminatory or violent behaviour is not acceptable anywhere on the school premises or in communications relating to the school.

The response taken by the school will depend upon the nature and seriousness of the behaviour. Where appropriate, the school may use the following steps:

1. Informal intervention

Where it is safe and appropriate to do so, a member of staff may calmly explain that the behaviour is unacceptable and ask the individual to modify or stop their behaviour.

2. Ending an interaction

If inappropriate behaviour continues, staff may end a telephone call or meeting or ask the individual to leave the school premises. Staff should not knowingly place themselves or others at risk in doing so.

3. Recording the incident

Significant incidents, including threatening, abusive, discriminatory or repeated inappropriate behaviour, will be recorded factually, together with relevant actions taken by the school.

4. Formal warning or arrangements

Where appropriate, the Headteacher may issue a written warning or establish reasonable arrangements regarding how an individual communicates with the school or accesses the school site.

5. Restriction or withdrawal of access

Where behaviour is sufficiently serious or persistent, Knights Enham may consider restricting or withdrawing permission for an individual to enter the school premises. The individual will be informed of the decision and the arrangements that apply.

6. Immediate or serious incidents

Knights Enham does not have to progress through each stage where an incident is sufficiently serious. Where there is an immediate safety concern, violence, a threat of violence or a suspected criminal offence, the school may contact the police and take immediate steps to protect children, staff and other members of the school community.



7. Safeguarding

Any incident that raises a concern about the safety or welfare of a child will be considered under the school's Child Protection and Safeguarding procedures.

Recording and Monitoring

Knights Enham will maintain an appropriate record of significant incidents and action taken. Records should be factual, proportionate and stored appropriately.

Patterns of repeated concerning behaviour should be reviewed by the Headteacher and, where appropriate, brought to the attention of the Governing Body.

All staff and governors agree that any adult found to be using inappropriate behaviour towards other adults or children should be dealt with using the following steps:

An adult aggressively or inappropriately approaches another child	The adult will be spoken to immediately and the issue investigated by a school leader. This will be reported to the Headteacher and recorded. The adult will receive a warning letter.
A parent aggressively or inappropriately approaches another parent	The parent should report this to a member of staff or a school leader. The offending parent/s will be spoken to as soon as possible after the incident and reminded that we have a zero tolerance of inappropriate behaviour. A letter will be given to the parent/s. This warns a parent that if it recurs, they could be banned from the school site under section 547 of the Education Act 1996.
A parent aggressively or inappropriately approaches a member of staff	This should be reported immediately to a member of the Senior Leadership Team. This will be investigated as soon as possible and the member of staff will be informed of the action taken. The parent/adult will be spoken to and given a warning letter. This warns a parent/s that if it recurs, they could be banned from the school site under section 547 of the Education Act 1996
Recurring inappropriate behaviour	If a parent/s continues to use inappropriate behaviour, they will be referred to the Policy for Parental Behaviour. This indicates how antisocial behaviour, when not corrected, can lead to interviews with the HT and Governors. This can then lead to a ban from the school site under section 547 of the Education Act 1996

****For 'parent' read for any adult who accompanies children onto the school site. Depending on the circumstances of the individual incident, these procedural steps may be amended at the discretion of the governing body. The school reserves the right to go straight to a ban where the circumstances are sufficiently serious in the schools view.**