



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 2025

Date of next review: Sept 2026



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. **(The school will aim to arrange that meeting within 2 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 the schools offices about non-urgent issues in the first instance. Email address can be found on our school website.

Emails will be most helpful if they are concise, explaining concerns in a clear way. Lengthy and overly detailed accounts can make it more difficult to understand what is being explained and to respond in a timely or clear way.

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 school office, who will liaise as necessary at the earliest opportunity. In most circumstances, teaching and leadership staff are unlikely to be available to receive calls 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 school 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.

Behaviour

At Knights Enham Schools, we believe staff, parents and children are entitled to a safe and protective environment in which to learn and work. Behaviour that will cause harassment, alarm or distress to users of the premises is contrary to the aims of the school.

Expectations:

- That adults set a good example to children at all times, showing them how to get along with all members of the school and the wider community
- That no members of staff, parents or children are the victims of abusive behaviour or open to threats from other adults on the school premises
- That physical attacks and threatening behaviour, abusive or insulting language verbal or written, to staff, governors, parents and carers, children and other users of the school premises will not be tolerated and will result in withdrawal of permission to be on school premises.

Any parent who is asked to leave the school premises will have the right to appeal the decision by writing to the Chair of Governors. Please note that incidents of rudeness will be logged with the Chair of Governors.

Persons Causing Nuisance / Disturbance on School Premises Section 547 of the Education Act 1996



School premises are private property and parents have been granted permission from the school to be on school premises. However, in case of abuse or threats to staff, pupils or other parents, school may ban parents from entering school.

It is also an offence under section 547 of the Education Act 1996 for any person (including a parent) to cause a nuisance or disturbance on school premises. The police may be called to assist in removing the person concerned.

School is not responsible for organising arrangements for children in the above circumstances. Parents will need to provide alternative arrangements for bringing children into school.

Guidelines:

Types of behaviour that are considered serious and unacceptable and will not be tolerated towards any member of the school community:

This is not an exhaustive list but seeks to provide illustrations of such behaviour:

- Shouting, either in person or over the telephone
- Inappropriate posting on Social Networking sites which could bring the school into disrepute or be deemed as bullying
- Speaking in an aggressive/threatening tone
- Physically intimidating , e.g. standing very close
- The use of aggressive hand gestures/exaggerated movements
- Physical threats
- Shaking or holding a fist towards another person
- Swearing
- Pushing
- Hitting e.g. slapping, punching or kicking
- Spitting
- Racist or sexist comments including sexual innuendo

Inappropriate use of Social Networking Sites:

Social media websites are being used increasingly to fuel campaigns and complaints against schools, headteachers, school staff, and in some cases, other parents/pupils. The Governing Body of Knights Enham Schools considers the use of social media websites being used in this way as unacceptable and not in the best interests of the children or the whole school community.

In the event that any pupil or parent/carer of a child/ren being educated at Knights Enham Schools are found to be posting libellous or defamatory comments on Facebook or other social network sites, they will be reported to the appropriate 'report abuse' section of the network site. All social network sites have clear rules about the content which can be posted on the site and they provide robust mechanisms to report content or activity which breaches this. The school will also expect that any parent/carer or pupil removes such comments immediately.

In serious cases the school will also consider its legal options to deal with any such misuse of social networking and other sites. Additionally, and perhaps more importantly is the issue of cyber bullying and the use by one child or a parent to publicly humiliate another by inappropriate social network entry. We will take and deal with this as a serious incident of school bullying.

Unacceptable behaviour may result in the Police being informed



The school reserves the right to take any necessary actions to ensure that members of the school community are not subjected to abuse.

Parents have the right of appeal by writing to the Chair of Governors, within ten days of their permission to enter the school premises being withdrawn.

Procedure to address inappropriate behaviour by adults on the school site

At Knights Enham Schools, we operate a 'zero tolerance' of the use of inappropriate behaviour anywhere on the school site.

***Inappropriate behaviour means disrespectful conduct towards people or property within the school site.*

Our Parental Behaviour Policy states:

- That adults set a good example to children at all times, showing them how to get along with all members of the school and the wider community
- That no members of staff, parents or children are the victims of abusive behaviour or open to threats from other adults on the school premises.
- 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 bar where the circumstances are sufficiently serious in the schools view.