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# Communications with Parents

RESPONSIBLE DIRECTOR  
Headteacher

RATIFIED BY TRUST  
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## Our Vision

The Knowledge Schools Trust provides our pupils with a rigorous and extensive knowledge-rich education, alongside a deep and lasting respect for the values of a modern and diverse world. Our vision and ethos are driven by a common desire to overcome inequality of opportunity.

## Our Values

Our Core Values are woven into the fabric of our school routines.

For our Primary Schools our values are to be:

- Kind
- Inclusive
- Scholarly
- Inspired
- Resilient

## Introduction

At Knowledge Schools Trust (KST), we believe that it is important to work in partnership with parents and carers, and that clear communication between school and parents is important to help students benefit as much as possible from their time in school. We are committed to improving parents' understanding of our school and in encouraging parents to play an active part in their child's education. We welcome discussion with parents on all aspects of their child's education, their personal and social development and care and welfare.

The aim of this policy is to describe how staff will communicate with parents about these issues and how we would like parents to communicate with us.

## Strategies

### Visiting the school

Parents are always welcome at Wixams Tree Primary School. Please contact the office to make an appointment.

## Contacting the school by telephone

The School office will be open during school hours. Please contact a member of the Admin team if you would like a message to be passed to your child's tutor.

If you have an urgent enquiry that cannot be discussed with your child's form tutor, please contact the school office who will pass your message to the most appropriate person or to a member of the Senior Leadership Team.

The members of the Senior Leadership Team are:

- Headteacher
- Early Years Lead
- SENDCO/Key Stage 1 Lead
- Key Stage 2 Lead

We will try to contact you by the end of the school day.

## School letters

During the year we will write to you with information about activities that will involve your child – these could be educational visits, sporting activities or special events in school. Letters will also be held centrally on the school website.

## Newsletters

This will provide general information for parents in addition to items of news and events. Parents will receive an email message (via ParentMail) when the newsletter is distributed. Newsletters will be published on the school's website and will be available to download.

## Text messages

We use a text messaging service to contact parents in the event of an emergency, eg if it is necessary to close the school, or to relay important information. Please help us by making sure that we always have your correct mobile telephone number and email address. A copy of the information that we have on the schools records will be sent to you during each academic year – please check this, make any necessary amendments and return the information to the school as soon as possible.

## Parent/Teacher consultation

There is an opportunity during the year for parents to meet with their child's teacher during the autumn term and the spring or summer term. Each appointment is no more than 10 minutes.

## Residential activities

If it is planned that your son or daughter will take part in a residential visit, you will be invited to a planning meeting when details of the visit and programme will be discussed. The trip leader will make individual arrangements with each parent regarding communication during the visit and parents will be provided with a telephone number to contact the trip leader in the event of an emergency.

## Email

The main school email is [info@wixamstreeprimary.co.uk](mailto:info@wixamstreeprimary.co.uk) and is monitored by the school office. We are aware that some parents may prefer to be contacted by email. If this is your preference, please discuss this with your child's class teacher.

## Website

The school website contains information on the school curriculum, newsletters, school policies, term dates and other important and useful information. We encourage parents and students to engage with the website on a regular basis as this is an important method of communication.

## Contacting staff outside of the school

We welcome discussion with parents and carers on all aspects of their child's education, and personal and social development. It is the school's policy that these discussions must take place on the school premises or in other professional settings. This enables us to have the right information available to discuss your child's needs.

Please note that discussions or contact with staff must not take place via any unofficial channels. Please do not contact staff outside of their professional role or by personal communication such as their private email addresses, personal telephone numbers or via social media such as Facebook or Twitter. Staff should not be contacted outside of working hours or consulted in their own homes, as this represents an intrusion into their private life.

## Statement of Principles

The Local Advisory Board (LAB) of Wixams Tree Primary encourages close links with parents and the community. It believes that pupils benefit when the relationship between home and school is positive. We seek to develop positive relationships between staff and visitors, especially parents/carers, which

demonstrate mutual respect and recognition of shared responsibility for pupils' welfare and educational progress.

At all times the common purpose remains clear: to achieve zero tolerance of violence, threatening behaviour or abuse in schools, and to ensure all members of the school community, and all visitors to the school, can be confident that they are operating within a safe environment.

The vast majority of parents, carers and others visiting our school are keen to work with us and are supportive of the action taken. However, on rare occasions when a negative attitude towards the school is expressed, this can result in aggression, verbal, written and/or physical abuse towards members of school staff or the wider community.

The LAB expects and requires its members of staff to behave professionally in these difficult situations and attempt to defuse the situation where possible, seeking the involvement as appropriate of other colleagues. However, all members of staff have the right to work without fear of violence and abuse, and the right, in an extreme case of appropriate self-defence.

We expect parents, carers and other visitors to behave in a reasonable way towards members of school staff. This policy outlines the steps that will be taken where behaviour is unacceptable.

#### **Types of behaviour that are considered serious and unacceptable and will not be tolerated:**

- Shouting at members of school staff, either in person or over the telephone
- Physically intimidating a member of staff eg standing very close to her/him
- Written or electronic communications which are disrespectful, intimidating or aggressive in tone
- The use of aggressive hand gestures
- Threatening behaviour
- Shaking or holding a fist towards another person
- Swearing
- Pushing
- Hitting or kicking
- Spitting
- Racist or sexist comments
- Breaching the school's security procedures

This is not an exhaustive list but seeks to provide illustrations of such behaviour. Unacceptable behaviour may result in the police being informed of the incident.

### **Procedure to be followed**

If a parent/carer behaves in an unacceptable way towards a member of the school community, the Headteacher/LAB will seek to resolve the situation through discussion and mediation. Other strategies may include deferring for a short period a meeting in progress that is in difficulty or arranging another date and time to continue the discussion. If necessary, the school's complaints procedure should be followed.

Where all procedures have been exhausted and aggression or intimidation continue, or where there is an extreme act of violence, a parent or carer may be banned by the Headteacher/LAB from the school premises for a period of time, subject to review.

### **In imposing a ban the following steps will be taken:**

- 1 The parent/carer will be informed, in writing, that she/he is banned from the premises, subject to review, and what will happen if the ban is breached, eg that police involvement or an injunction application may follow.
- 2 Where an assault has led to a ban, a statement indicating that the matter has been reported to the Local Authority and the police will be included.
- 3 The LAB will be informed of the ban.
- 4 Where appropriate, arrangements for pupils being delivered to, and collected from the school gate will be clarified.

### **Risk Assessment**

A risk assessment has been completed, by the school. This identifies potential risks to staff, pupils and visitors, with procedures in place to manage these. This document can be found in the school office.

### **Conclusion**

The school itself may take action where behaviour is unacceptable or there are serious breaches of our home-school code of conduct or health and safety legislation.

In implementing this policy, the school will, as appropriate, seek advice from the Local Authority's Education, Health and Safety and Legal departments to ensure fairness and consistency.