



Respectful Behaviour and Communication Policy for Parents, Carers and Visitors

Policy Status: Non-Statutory
Policy Owner: Headteacher
Approval Body: Governing Board
Approval Date: 17th September 2026
Review Frequency: Every 2 Years
Next Review Date: September 2028

INTRODUCTION

At The Clere School we value the positive relationships we have with parents, carers and visitors. Working together in partnership helps us provide the best possible education, support and opportunities for our pupils.

We recognise that there may be occasions when parents and carers wish to raise concerns, ask questions or challenge decisions. We welcome constructive dialogue and are committed to listening to and addressing concerns fairly and respectfully. Most interactions between families and school are positive. However, all members of our school community have the right to work and learn in an environment where they feel safe, respected and valued.

This policy sets out the standards of behaviour expected of parents, carers and visitors when engaging with staff, pupils and other members of the school community. It also explains the steps the school may take where behaviour falls short of these expectations.

In implementing this policy, the school will have due regard to its duties under the Equality Act 2010. The school will consider whether any behaviour may be linked to a disability or other protected characteristic and will make reasonable adjustments where appropriate, whilst maintaining the safety and wellbeing of staff, pupils and visitors.

PURPOSE OF THE POLICY

- Promote positive and respectful relationships between home and school.
- Support the wellbeing, safety and dignity of staff, pupils and visitors.
- Provide clear expectations regarding acceptable behaviour.
- Outline the actions the school may take where behaviour is unacceptable.

EXPECTED STANDARDS OF BEHAVIOUR

- Treat staff, pupils and other members of the school community with courtesy and respect.
- Communicate concerns calmly and appropriately.
- Follow school policies, procedures and expectations.
- Support the school's efforts to maintain a safe and positive learning environment.
- Work collaboratively with the school to resolve concerns wherever possible.

ACCESS TO SCHOOL PREMISES

Parents and carers are welcome on the school site for appointments, school events, collection or drop-off of children, delivery of essential items, and other agreed purposes. Schools are private property and members of the public do not have an automatic right of access. Access may be restricted where necessary to protect safety, wellbeing and the orderly operation of the school.

COMMUNICATION WITH SCHOOL STAFF

All communication should be courteous, respectful and use appropriate channels. Staff will normally acknowledge correspondence in 3 working days. Where behaviour becomes

unacceptable, staff may pause or end communication and arrange an alternative method of contact.

UNACCEPTABLE BEHAVIOUR

Examples include

- shouting,
- abusive or threatening language,
- harassment, intimidation,
- threats of violence,
- physical aggression,
- unwanted physical contact,
- inappropriate social media comments,
- undermining staff,
- refusing reasonable procedures,
- or any behaviour likely to cause alarm, distress or fear.

This list is not exhaustive.

CONCERNS AND COMPLAINTS

The school encourages concerns to be raised informally and resolved at the earliest opportunity. Where a concern cannot be resolved, parents and carers may make a formal complaint in accordance with the school's Complaints Policy.

RESPONDING TO UNACCEPTABLE BEHAVIOUR

Incidents will be recorded and considered by the Headteacher or senior leader. Responses may include

- a reminder of expectations
- an informal meeting
- managed contact arrangements
- restrictions on access to school premises
- or in serious cases action relating to trespass and removal from the school site.

RESTRICTION OF ACCESS TO SCHOOL PREMISES

Schools may restrict or bar an individual from the premises where aggressive, abusive or insulting or inappropriate behaviour causes staff or pupils to feel threatened or presents a risk to wellbeing or safety. The individual will be given an opportunity to present their views before a final decision is made unless an immediate temporary restriction is necessary.

TRESPASS AND REMOVAL FROM SCHOOL PREMISES

Under Section 547 of the Education Act 1996, it is a criminal offence for a person who is on

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Headteacher

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school premises without lawful authority to cause or permit a nuisance or disturbance. Trespass itself is a civil matter; however, where a person who does not have permission to be on site causes a nuisance or disturbance, the school may seek assistance from the police or other authorised persons

MONITORING AND REVIEW

The Governing Board will review this policy every two years, or sooner if required.

RELATED POLICIES

Complaints Policy; Behaviour Policy; Staff Code of Conduct; Safeguarding and Child Protection Policy.