



Communication Code of Conduct – Guidance for Parents/Carers

A - Context

We are very fortunate to enjoy wonderful relationships with our parent community and wider families, and the very large majority of communications received by the school are in-line with the relevant section of our home-school agreement, which states that:

As a parent/carer I will:

- *Communicate with the school using the established communication processes (inc. reporting student absence) outlined on the school website, **ensuring that all my communications are conducted in a pleasant, constructive and supportive manner.***

B - School response to unacceptable communication

As is the case with most sectors, to protect our employees and enable them to do their job effectively, we offer clarity regarding how the school will respond to any form of communication, which an employee deems to be unacceptable (not pleasant, constructive or supportive):

Stage 1

- If the communication is in person or over the phone, the conversation may be terminated by the member of staff.
- In all cases, the parent/carer will be informed that the communication is unacceptable and will be directed to this document, by way of a reminder.

Stage 2

If the school receives further unacceptable communication from the same parent/carer in a rolling 12-month period, a letter will be sent to the parent/carer, addressing the unacceptable communication and re-stating expectations moving forward.

Stage 3

If the school receives further unacceptable communication from the same parent/carer in a rolling 12-month period **following a stage 2 response**, a tailored communication strategy will be considered by the Principal, and implemented as appropriate.

C - Related policies and guidance

The above is written in-line with:

- Managing serial and persistent complaints (DfE, Sep 2020)
- School Complaints Policy (Reviewed annually)