

Parent Communication with Staff Policy

Purpose

We value positive and respectful relationships between parents/carers and staff. Effective communication helps us work together to support the education, wellbeing and success of every student.

Expectations for Communication

- Communicate with all staff in a respectful and courteous manner at all times.
- Raise concerns through the appropriate channels and allow reasonable time for a response.
- Recognise that staff may not be immediately available during teaching hours.
- Ensure that emails, telephone conversations, meetings and other forms of communication remain professional and constructive.
- Avoid making personal, offensive, aggressive or threatening comments.

Contacting Staff

- The academy aims to respond to emails and telephone messages within two working days where possible.
- Staff are not expected to respond to communications outside of their working hours.
- Matters relating to classroom issues should be directed to the teacher or tutor in the first instance.
- More serious concerns may be escalated to the relevant Head of Year, Senior Leader or Headteacher.

Unacceptable Behaviour

- Abusive, insulting or threatening language, including rude, discourteous or inappropriate emails and written communications.
- Repeated or excessive communication that places unreasonable demands on staff time.
- Harassment, intimidation or discriminatory behaviour.
- Publication of defamatory, inaccurate or malicious comments about staff on social media or other public platforms.
- Recording meetings or conversations without prior agreement.

Managing Unacceptable Communication

- Remind the parent/carer of the expected standards of conduct.
- Restrict communication to a single point of contact.
- Require communication to be made in writing.
- Decline to respond to correspondence that is abusive or repetitive.
- Take further action where behaviour causes concern for the wellbeing, safety or dignity of staff.

Working Together

We are committed to listening to concerns and resolving issues fairly and professionally. We ask all members of our school community to work together with mutual respect to ensure the best outcomes for our students.

The academy reserves the right to end telephone calls, meetings or email correspondence where the tone or content is deemed abusive, aggressive, threatening or disrespectful towards staff.