



Children and adults are at the heart of our school;
Our school is at the heart of our community.

Considerate Communications Policy

Statement of Principles

The Governing Body of Lakeview School 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 relationships between staff and visitors, especially parents/carers, demonstrate mutual respect and recognition of shared responsibility for pupils' welfare and educational progress.

Local authorities are responsible for protecting the health and safety of their staff and pupils in community and voluntary controlled schools. In certain circumstances, this will mean the LA taking the lead in initiating action on the school's behalf with the school's support, and in other circumstances the LA to support the school in action that the school itself will initiate.

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 school. 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 Governing Body 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 e.g. 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 Local Authority and the police being informed of the incident.

The following statement will be displayed in the school office and on the walkway.

The Governors and Headteacher of this school do not accept any form of verbal, written or physical abuse to staff, parents/carers or pupils of the school.

Parents/carers who respond in this manner will be banned from the school premises under Section 547 of the Education Act 1996.

Procedure to be followed:

If a parent/carer behaves in an unacceptable way towards a member of the school community, a copy of the Considerate Communications policy will be sent to the individual with a request to respect the school's appropriate communication protocols going forward. The Home School agreement also reinforces this. The Headteacher in the first instance will seek to resolve the situation through discussion and mediation. Where this is not resolved, the individual may wish to follow the formal complaint procedure and subsequently the Governing Board may become involved.

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/Governing Body 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 will not be allowed on the premises, subject to review, and what will happen if the ban is breached, e.g. 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 Chair of Governors/LA will be informed of the ban.
4. Where appropriate, arrangements for pupils being delivered to, and collected from the school gate will be clarified.

Conclusion

The Local Authority itself may take action where behaviour is unacceptable or there are serious breaches of 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.

Agreed: November 2023

Review: November 2025