

Table of Contents

Section	Page
1. Purpose	3
2. General Principles	3
3. Communication	4
4. Unacceptable Behaviour	4
5. Additional Steps	6

informing the member of staff at the gate when you drop your child off that they have forgotten their PE kit or have been complaining of feeling a little unwell. These short conversations to impart information are entirely necessary.

3.2 However, please remember:

- How busy members of staff are during the school day, particularly first thing in the morning, and where you need to speak with a member of staff for more than a few seconds, make an appointment to do so at a time when they can give you their full attention.
- Approach the school to help resolve any issues of concern by making an appointment to meet with the teacher/tutor/keyworker in the first instance.
- If the matter is still not resolved asked to speak to the Headteacher.
- If you are still unable to resolve the issue then follow the procedure in the CIT Complaints Policy which is available under the Statutory Instrument 2016 No. 1013.
- If you wish to correspond by email this should be done through the school's central email address at (available on the school website). This address is monitored regularly during the school day and emails forwarded to the appropriate member of staff.
- Ensure that all such communications are polite and that you are always mindful of the right of the recipient to be treated with respect.
- When meeting face to face, or over the phone/on Teams, with members of staff to discuss any matters concerning your child's education or wellbeing in school, approach the matter calmly and politely as this will also ensure progress can be made to address any issues or concerns. Remember that if you wish to speak with a member of staff it will normally fall to you to make a mutually convenient appointment.

4. Unacceptable Behaviour:

4.1 The following is considered to be unacceptable behaviour by parents/carers:

- Contacting staff or members of the Local School Board out of school hours using their individual email addresses rather than the school contact email address above. Staff and Local School Board Members are entitled to their own personal and family time.
- Sending any form of correspondence to members of staff or the Local School Board at the school demanding an immediate response or a response within your own time frame as the matter will be addressed, where appropriate, in a time frame deemed appropriate by the recipient.
- Sending lengthy, frequent, demanding or disrespectful emails to staff members, as this will seriously undermine their ability to carry out their core role of educating the children in their care.
- Use language, written or verbal, that calls in to question their professional abilities or represents any form of personal attack, or seek to direct how they carry out their professional roles or run the school. Thinpr.(Th)65on

- Resorting to any other form of criticism of the school, its staff or Governing Body or any other matters that relate directly to the school via a medium other than the Complaints Policy. Parents and carers are asked to be aware of the "Social Media Policy" as it appears in on the CIT website.
- Raising your disrespectful, rude, offensive or aggressive or threatening is unacceptable. This is the case whether speaking with a staff member or any other member of the school community in person, on the telephone or by any other means of communication.
- Shouting, swearing, using derogatory language that may offend or causing any form of disruption on school grounds.
- Any threats of violence or use of violence towards anyone on school premises is a criminal offence as is damage to school premises and will be likely to result in the matter being reported to the Police.
- Smoking or consuming alcohol or other drugs on any part of the school premises.
- Bringing dogs onto the school premises - unless already agreed with the school that the dog is a guide dog or other form of assistance dog, or the dog is there for other school approved purposes.
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- Approaching cause of the actions of this child towards your own child. (Such an approach to a child may be seen to be an assault on that child and may have legal consequences).
- Using disruptive behaviour which interferes or threatens to interfere with the operation of the school grounds including team matches.

5. Additional steps by the school:

The following may occur should the school or CIT deem it necessary:

- The member of staff or Local School Board Member concerned may challenge the behaviour by asking the person concerned to respect their personal space, stop shouting or using inappropriate behaviour, or may end an unacceptable phone call or ask you to leave the school.
- The school may correspond in writing with a parent or carer to challenge behaviour that the school is finding unacceptable such as, for example, being rude to a member of staff or sending too many emails making demands of the school.
- If the school decides the matter requires a more formal approach the school may consult with its Human Resources Director and/or legal advisers and write to the parent or carer warning them about their behaviour. This may result in:
 - corresponding with the school;
 - Banning the parent/carers from school premises if felt to be appropriate.
- In serious instances where the peace is breached or the criminal law broken the school will also involve the Police.

5.1 Please note that school premises are not public places, but private premises. You have an implied right to enter the school as a parent or carer of a child at the school, but it is open to the school to remove that right of entry at any time it deems this to be necessary.

5.2 We trust that parents and carers will assist our schools/Trust with the implementation of this policy and we thank you for your continuing support of our schools and the Trust.