



Parental Interaction Policy

Introduction

At our school, we believe that a strong partnership between home and school is essential to helping every child thrive. We are committed to building positive, supportive relationships with parents and carers, working together to create a learning environment that extends seamlessly from the classroom into the home.

One of our core values is **Respect**. We encourage our pupils to treat one another and all members of staff with kindness and respect, and we believe it's important that this same value guides the way we all—staff and families alike—interact with each other.

We want our school to be a safe and welcoming place for everyone. This means that all staff have the right to work in an environment free from any form of aggression, abuse or intimidation. While we are fortunate to enjoy warm, respectful relationships with the vast majority of our families, we recognise that difficult conversations can sometimes become emotional. In these moments, we ask for understanding and mutual respect.

This document sets out how we can continue to maintain positive and respectful communication—whether in person, on the phone, or via email. Our aim is to protect the wellbeing of our staff, our pupils, and the strong school community we are so proud of.

1. Legal framework

This document operates in conjunction with other school policies. It has also given due regard to all relevant legislation.

Parents can view all relevant policies and procedures on the school website.

2. Working together in the following ways, we can create the most positive experience for children and families:

Our school kindly asks parents to:

- Support and follow our Parental Interaction Policy to help foster a strong, respectful school community.
- Be positive role models for pupils through their behaviour and the way they engage with staff, children, and other adults.
- Work in partnership with staff for the benefit of their child's learning and wellbeing.
- Show dignity and respect to governors, staff, pupils, parents, and all members of our school community.
- Collaborate with staff to resolve any concerns, sharing their child's perspective and seeking positive solutions together.
- Support the school in addressing any inappropriate behaviour by their child, working alongside us to guide and encourage improvement.
- Arrange meetings at mutually convenient times so that staff can give matters their full attention.
- Understand that, while staff aim to respond to emails and phone calls as quickly as possible, it may sometimes take a little time to provide a helpful reply. We aim to respond to emails within 3 working days.

3. Lines of Communication

If you have any concerns about your child, please see the class teacher in the first instance. If you do not think things have been resolved at this stage, please see Phase leader. Phase leaders are:

- Sycamore / Rowan / Alder: **Mr Shuttleworth**
- Chestnut / Hawthorn / Birch: **Mrs Sharp**
- Willow / Ash / Oak: **Mrs Gardiner**

If you do not think things have been resolved at this stage, please see the Headteacher.

4. Inappropriate behaviour

The school takes instances of inappropriate behaviour, whether in person or on the telephone, very seriously and will not tolerate any circumstances that may make pupils, staff members and other members of the school community feel threatened. Parental behaviour that the school does not tolerate includes the following:

- Using foul, abusive, or offensive language; raising voice inappropriately/aggressively at another individual.
- Questioning the integrity and professionalism of an individual.
- Using aggressive hand gestures, e.g. raising fists and fingers.
- Making racist or sexual comments.

- Sending abusive or threatening messages, emails, or other communications to any member of the school community.
- Trespassing on school property without prior permission or an implied licence or causing intentional damage to school property.
- Physically intimidating an individual or using physical violence on the school premises or towards a member of the school community.
- Writing or posting abusive, offensive or defamatory comments about an individual or the school, including on social media or posting content on social media that is damaging to the school's reputation.
- Displaying disruptive or other inappropriate behaviour which interferes or threatens to interfere with any of the school's operations or activities.
- Monopolising staff time in a manner that causes harassment or intimidation.
- Approaching another parent or pupil to discuss or reprimand them because of an issue between pupils.
- Smoking/vaping / drinking or taking drugs on the school premises/site.
- Taking photographs or videos on the school premises without permission from the school or recording conversations or meetings without the other participants knowledge or consent.

5. Procedure for making contact with school.

Managing inappropriate behaviour

Instances of parents displaying inappropriate behaviour will be managed in a variety of ways, depending on the severity of the situation. When a parent has behaved inappropriately, they will be contacted by the headteacher or another appropriate member of the senior team to discuss their behaviour and to attempt to resolve the issue.

Where this initial contact or a meeting is not sufficient to resolve the issue, or the behaviour is considered by school to be severe, the headteacher, in collaboration with other staff and relevant agencies, will consider what further action may be required. This action, depending on the situation, could include the following:

- Restricting the parent from the school premises.
- Contacting the police.
- Seeking legal redress through the courts.
- Restricting the parent's channels of communication to the school, e.g. no longer allowing the parent to send emails to a staff member directly or contact staff by telephone.
- Reporting content the parent has posted online to the website's administrator.
- Referring the case to children's social care, where the behaviour indicates that the parent poses a risk to children.

Any child protection and safeguarding concerns will be addressed in accordance with the school's Child Protection Policy.

The school reserves the right to instruct staff to end any telephone conversation that becomes abusive or aggressive and the right to escort anyone off the premises who is displaying aggressive or disruptive behaviour.

6. Restricting access to the school premises

Parents do not have an automatic right to the school premises. The school has the right to restrict a parent from the premises to keep the school community safe. If a parent is displaying inappropriate or concerning behaviour, they will be asked to leave the school premises.

The school will either:

- Restrict the parent temporarily, until the parent has had the opportunity to formally present their concerns.
- Inform the parent that they intend to restrict them and invite them to present their concerns.

The headteacher will send a letter to the parent, informing them of the following information:

- Why they have been temporarily restricted or face a restrict.
- The nature of the restrict, i.e. if they are temporarily restricted pending their representation or if they must present their concerns before the decision to restrict can be made.

- That they have the right to formally express their views on the decision to restrict in writing to the chair of governors within 10 working days.

The headteacher's decision to restrict the parent will be reviewed by the chair of governors. The chair of governors will take account of any representations made by the parent and decide whether to confirm or lift the restriction. The parent will be notified in writing of the decision to uphold or lift the restriction. If the decision is confirmed, the parent will be notified in writing, explaining:

- How long the restriction will be in place.
- When the decision will be reviewed.

Decisions to restrict will be reviewed at the end of the agreed timescale, in line with the process outlined above. Following a review, the restriction may be lifted or, if there are grounds for continued concern regarding the parent's conduct, it may be extended. Once the appeal process has been completed, parents who remain restricted may be able to apply to the Civil Courts. If a parent wishes to challenge the restriction, they should seek independent legal advice.

7. Monitoring and review

This document will be reviewed on an annual basis by the Deputy Headteacher and any changes made will be communicated to all parents and staff at the school.

The next scheduled review date for this document is Oct 2026.

Appendix 1

Inappropriate use of Social Network Sites

Social media websites are being used increasingly to fuel campaigns and complaints against staff working in schools, and in some cases, against other parents / pupils. The Governors consider the use of social media websites in this way as unacceptable and not in the best interests of the children or the whole school community. Any concerns you may have must be made through the appropriate channels by speaking to relevant staff or the Chair of Governors, so they can be dealt with fairly, appropriately and effectively for all concerned.

In the event that any pupil or parent / carer of a child is found to be posting libellous or defamatory comments on social network sites, they will be **reported to the appropriate 'report abuse'** section of the website. All social network sites have clear rules about the content which can be posted. The school will also expect that any parent / carer or pupil removes such comments immediately.

In serious cases the school will also consider its legal options regarding any such misuse of social networking and other sites. Additionally, and perhaps most importantly, there is the possibility that such behaviour may, in extreme cases, constitute cyberbullying i.e. the use of social media by one child or parent to publicly humiliate another. We will take and deal with this as a serious incident of school bullying. Thankfully, such incidents are extremely rare.