

THE JUNIOR AND SENIOR SCHOOL

MUTUAL RESPECT POLICY

Mutual Respect

In the best interests of the pupils, the Board of Governors have a Mutual Respect School Policy.

Almost all the time, we work with pupils and parents in harmony. There are rare occasions when these relationships can become strained. Home and school can only ever successfully repair this relationship by working through the difficulty together.

Unpleasant incidents between home and school or situations where a parent questions another parent's child at the school gate or in the school grounds about a situation are never helpful, never repair the relationship and cause a great deal of bad feeling.

We all, at home and school, share two key goals – that each Junior and Senior School pupil will learn successfully, thus making academic progress and show respect for all children and adults.

As adults must all do everything we can to support the pupils in this and model this behaviour to them.

The happiness and success of our school for pupils, staff and parents is firmly based on a strong relationship between home and school firmly supported by the ethos of mutual respect.

Professional relationships

All school staff have a right to work in a safe place and any abuse, threats or violence towards staff on school premises or via the telephone or e mail by parents or any other members of the community is unacceptable. Equally, parents have the right to be treated respectfully and in a professional manner by the staff of the school.

Opportunities to share concerns and problems

We sincerely value the excellent relationship we enjoy with our families and will continue to promote this relationship. The school holds regular Parents' Forums and Parents' Information meetings where parents are invited to attend and discover more details about what the school is doing and to share any questions or concerns they may have. Equally, the Principal invites parents on a weekly basis to attend her coffee mornings to share ideas and constructive solutions to any problems that are being encountered. If a parent has a particular issue with a member of staff or concerns about another child, or indeed feels angry towards the school they should make an

appointment with a member of the senior leadership team rather than approaching the person with whom they have an issue.

In very rare cases where relationships deteriorate the school will work to improve the situation and would expect the parent to do the same for the child's sake. If parents have a formal complaint, they should contact the school who will follow their published Complaints Policy in order to try and resolve the situation.

What the school will do

The Governors and Headteacher consider any verbal or physical threats/abuse by parents towards other people's children, school staff or other parents are unacceptable.

Staff have been trained to take the following steps if a situation becomes unpleasant;

1. If a parent is shouting on the telephone or being threatening the member of staff should politely ask them not to do so. If this continues then he/she is instructed to politely inform the parent that it would be better to resume the conversation at a later time or date when both parties have had the opportunity to become calmer and reflect on the situation. Ultimately the member of staff may end the call but with a clear communication that a meeting will be arranged to continue the discussion to try and solve the problem.
2. If a parent is shouting or being threatening in person and specifically in front of other pupils or parents, the member of staff should politely ask them not to do so. If this continues then he/she is instructed to politely inform the parent that it would be better to resume the conversation at a later time or date when both parties have had the opportunity to become calmer and reflect on the situation. Ultimately the member of staff may walk away from the situation having clearly communicated that a meeting will be arranged at a later date to continue the discussion and try and resolve the matter. If a parent is shouting in front of children they will be asked politely to leave the room or the area. If parents do not desist from this behaviour then a member of the Senior Leadership Team will be summoned. If the parent will not leave the area, then the children will be moved to another place by the staff.
3. In both instances the member of staff will be expected to inform senior leaders of the incident.

In any cases where it is deemed that parents have acted in an unreasonable manner towards our staff the Senior Management and the Board of Governors will take swift, effective action. We may write formally to a parent to ask them to modify their actions in the future or even ask them not to come onto the school site without an appointment. As a last resort we may seek legal advice on the matter if these sorts of behaviours are repeated.

What parents should do

If parents feel that a member of staff has been unprofessional or rude then they should follow the school's Complaints Policy and contact members of the Senior Leadership Team to try and find a way forward.

We politely request that parents do not insist on seeing a member of staff whilst they should be teaching or responsible for other children. At all times it is preferable to make an appointment. Parents should understand that a teacher or teaching assistant's main duty is to be in the classroom teaching the children and therefore they cannot leave to speak to a parent. They are often responsible for a significant number of other children. Similarly, at the start or the end of the school day staff have duties to attend to and are not necessarily available for lengthy meetings or consultations. Staff can be contacted via email or through reception and are expected to reply to such requests for a meeting within 24 hours. Parents are politely requested not to telephone staff on their private mobile phones or expect a response from them after school hours or at weekends.

In conclusion the Junior and Senior School will at all times seek to maintain harmonious relationships across the school community. If emotions are running high and people are upset this clear policy should help the situation to be resolved in a calm and professional manner.

Approved by the Board

Date: 30th May 2018

Next review

Date: June 2019