

PARENT/CARER PROTOCOLS WHEN ON SCHOOL SITE AND SPEAKING TO STAFF ON THE PHONE



HEBBURN
Comprehensive School
WORK HARD | BE KIND | ASPIRE

The continued success of our school community is based on a commitment to ensuring the best possible outcomes for all our children. We recognise the importance of working in partnership with parents and carers in order to achieve this, and endeavour to foster positive relationships which are based on trust and mutual respect.

The vast majority of parents and carers are keen to work with us and are supportive of the school's work. If a parent or carer has concerns, we will always listen and seek to address them as quickly as possible.

At Hebburn Comprehensive, we are committed to:

- Listening to parents carefully and respectfully, including allocating an appropriate length of time for prearranged meetings.
- Responding appropriately to concerns raised.
- Outlining any actions that may be required.
- Updating parents and carers on progress and outcomes of the concern.
- Listening and responding to updates from parents and carers.

At Hebburn Comprehensive, we expect parents and carers to:

- Communicate their concern respectfully and accurately.
- Listen to and consider the responses from the school.
- Work in partnership with the school in order to reach a resolution, including supporting the Hebburn Comprehensive School Behaviour for Learning Policy.
- Allow time for the school to respond to concerns (3-5 working days)
- Acknowledge support and intervention put in place

Unfortunately, there are occasions where parents/carers are aggressive whilst speaking to staff on the phone, in meetings and in the school's reception area, often making unreasonable and aggressive demands to speak to staff immediately. Obviously, this is not acceptable and staff should not be subjected to any form of abuse or threats.

We are a busy school and I expect parents/carers to understand that it may not be possible to see or speak to a member of staff immediately. All teaching staff have a teaching commitment, including the senior leadership team and staff may be in meetings or involved in dealing with other issues in school. If you are told that a member of staff will ring you when they are able to, please respect this.

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Types of Unacceptable Behaviour

In order to support a harmonious and safe environment, the school cannot tolerate parents, carers or visitors demonstrating any of the following behaviours:

- Disruptive behaviour or disorderly conduct which interferes or threatens to interfere with the running of a meeting, the school reception area, main office or any other area of the school grounds.
- Use of loud or offensive language or behaviour, including shouting, swearing, using profane language, attempting to physically intimidate members of staff, use of aggressive hand gestures or displaying temper either on the phone or on the school premises. If a parent/carer continues to be aggressive over the phone, the call will be terminated and a member of the senior leadership team will become the point of contact for the parent/carer.
- Threatening to harm a member of school staff, visitor, fellow parent/carer or pupil, regardless of whether or not the behaviour constitutes a criminal offence.
- Damaging or destroying school property.
- Sending abusive or threatening emails or text / voicemail / phone messages or other written communications.
- Defamation of the school or staff character on Facebook or other social networking sites. Parents will be contacted and will be asked to remove any inappropriate posts. Failure to do so will result in the school contacting the police or taking other action to have the posts removed.
- The use of physical aggression towards another adult or child; this includes the physical punishment of your own child on school premises.
- Approaching someone else's child in order to discuss with or chastise them because of their actions towards your own children.
- Smoking, including e-cigarettes, and consumption of alcohol or illegal drugs on school premises.
- Dogs being brought on to school premises, with the exception of assistance dogs.