Heathland Whitefriars Federation

Parent and Community Behaviour & Communications Policy

Approved by:	**Directors**
Last review:	**September 2025**
Next review due by:	**September 2027**

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Parent and Community Behaviour & Communications Policy

Introduction

At Heathland Whitefriars Federation, we strive to build strong, positive relationships with parents, carers, visitors, and the wider community to create a stimulating, happy, and safe learning environment. The trust, support, and cooperation of parents and carers are fundamental to the continued success of our schools.

We expect everyone involved with school life to communicate and behave respectfully at all times—whether in person, on the phone, or online—to promote a constructive and supportive environment for pupils, staff, and all members of our community.

Expected Behaviour

As values-based schools, we expect all parents, carers, visitors, and members of the public to:

- Treat all pupils, staff, external agencies, and each other with dignity, respect, kindness, and uphold our school values.
- Positively support the ethos of the school by setting a good example in speech and behaviour, including online.
- Work constructively with staff to resolve concerns, clarifying specific events to bring about positive outcomes.
- Communicate respectfully, sending emails or messages that are constructive and polite.
- Refrain from communicating in a threatening, aggressive, or demanding manner by any means.
- Accept and support the school's behaviour policies and consequences as fundamental to a safe learning environment.
- Make reasonable requests for meetings, understanding that appointments are necessary and staff have many commitments.
- Agree to communicate or meet with the staff member deemed most appropriate by the school to address the issue.
- Promote the school positively in the wider community and avoid publicly undermining the school or its policies, including on social media.

Unacceptable and Inappropriate Behaviour

The school will not tolerate behaviour that threatens the safety or well-being of pupils, staff, or other community members. Examples include but are not limited to:

- Use of abusive, foul, or aggressive language in any form (in person, phone, email, or online).

- Bullying, harassment, intimidation, or discrimination on any grounds (age, race, ethnicity, religion, disability, gender, sexuality, etc.).
- Physical violence or threats of violence.
- Breaching school security or causing nuisance or disturbance on school premises.
- Posting defamatory, abusive, or harmful comments about the school or individuals online or on social media.
- Attempting to befriend or contact staff or pupils through social media.
- Persistent or excessive contact that impedes the school's ability to operate effectively.

Managing Inappropriate Conduct

In response to unacceptable behaviour, the school may take the following actions depending on severity:

- Contact by a member of the Leadership Team to discuss concerns or issue a written warning.
- Requesting individuals creating disturbances to leave the premises.
- Issuing a ban from school premises, temporarily or permanently.
- Reporting serious threats, violence, or assaults to the police.
- Restricting future communication to written form only.
- Considering legal action where appropriate.

Managing Excessive Contact and Demanding Behaviour

Heathland Whitefriars Federation is a large and busy community with limited capacity. We ask parents and carers to understand:

- The school cannot engage in excessive or repetitive communications on the same issue once it has been reasonably addressed.
- Staff will not be interrupted during teaching or other commitments; queries should be directed via the school office.
- Emails will be acknowledged within two working days and responded to within ten working days, with updates if delays occur.
- The school reserves the right to cease or limit communication if contact is deemed excessive, abusive, or unproductive.
- Meetings will be arranged at mutually convenient times; refusal to meet may result in communication ceasing on that issue.

Staff Conduct

All school staff are expected to:

- Demonstrate high professional standards.
- Treat pupils and parents fairly and consistently.
- Communicate courteously and professionally.
- Adhere to safeguarding protocols.
- Uphold the integrity of the school and teaching profession.

Use of Social Media

- All members of the community should use social media responsibly.
- Cyberbullying or posting harmful content about the school or individuals will be treated seriously.
- The school will intervene in cases of inappropriate social media use and may report to platform providers or police.
- Parents must not contact staff or pupils via social media.

Legal Framework

This policy is underpinned by relevant legislation including but not limited to:

- Education Act 1996 & 2011
- Children Act 2004
- Malicious Communications Act 1988
- Protection from Harassment Act 1997
- Defamation Act 2013
- DfE Keeping Children Safe in Education (2025)

Review and Complaints

- This policy will be reviewed regularly by the Headteachers and Directors.
- Parents/carers unhappy with decisions related to this policy may use the school's Complaints Policy and Procedures.