



**Park Brow
Primary School**



Happy - Respect - Pride - Caring - Potential

Parental Communication Policy

Reviewed September 2026

Introduction

At Park Brow we aim to create a stimulating learning environment in which every individual has the opportunity to be the best that they can.

As a partnership, we value our strong relationship with parents and carers. Together this helps us achieve the very best for the children in a mutually supportive partnership between parents, class teachers and the school community.

All members of a school community are entitled to be able to work, study or visit without fear of verbal or physical assault. It is the purpose of this policy to promote and support this entitlement and provide guidance to all school stakeholders as to how this might occur.

Underlying Principles

- The relationships between parents/visitors at Park Brow are greatly valued; partnership working is seen as enhancing the education of pupils in the school.
- Parents and visitors are welcome to come into school to discuss matters of concern with members of staff.
- All meetings held in school are by mutual consent.
- All meetings will take place in an atmosphere of mutual respect and trust.
- School staff and parents/visitors will act reasonably and responsibly in dealing with issues of concern.
- Parents with concerns/complaints about pupils other than their own should not deal with the pupil in question but should address their concerns to a member of school staff.
- All parties will work together to resolve difficulties, even when they relate to matters of a personal nature.
- Parents should allow the school a reasonable period of time to investigate complaints/concerns, in compliance with the school's complaints procedure

In order to support a peaceful and safe school environment the school will not tolerate parents, carers or visitors exhibiting the following:

- Disruptive behaviour which interferes or threatens to interfere with any of the schools operation or activities anywhere on the school premises

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- Acts of an intimidating or threatening nature, including over the phone, via text or email
- The use of offensive or loud language
- If violence is threatened, if there is a breach of the peace or a likelihood of this, the police will be informed by an emergency call.
- Where parents or visitors do not conduct themselves in an appropriate manner during meetings or discussions the meeting should be terminated and the parent/visitor asked to leave the premises.
- A record will be maintained in school of all incidents involving intimidating or threatening behaviour towards staff.
- Smoking , taking illegal drugs or the consumption of alcohol on school premises
- Dogs being brought on to school premises (other than guide dogs)
- A record will be maintained in school of all incidents involving intimidating or threatening behaviour towards staff.

Breaching the code of conduct

If the school suspects, or becomes aware, that a parent has breached the code of conduct, the school will gather information from those involved and speak to the parent about the incident.

Depending on the nature of the incident, the school may then:

- Send a warning letter to the parent
- Invite the parent into school to meet with a senior member of staff or the head teacher
- Contact the appropriate authorities (in cases of criminal behaviour)
- Seek advice from the schools legal team regarding further action (in cases of conduct that may be libellous or slanderous)
- Ban the parent from the school site

The school will always respond to an incident in a proportional way. The final decision for how to respond to breaches of the code of conduct rests with the head teacher.

The head teacher will consult the chair of governors before banning a parent from the school site.

- The school will notify parents of this policy on a regular basis and display the poster (see below) in prominent positions around the school.

This policy will be reviewed on the cycle of review which the school has adopted or when legislation makes this necessary.

Kirkby Collaborative of Schools

We welcome visitors to our 14 schools.

We will act to ensure they remain a safe place for pupils, staff and all other members of our community.

If you have concerns we will always listen to them and seek to address them.

Please be aware, however, that abusive, threatening or violent behaviour will not be tolerated in any Kirkby school.

Visitors behaving in this way are likely to be removed from the premises and prosecuted.

