



St Erme with Trispen Community Primary School

School Lane, Trispen, Truro, Cornwall. TR4 9BJ

Tel. 01872 279539. Email. secretary@st-erme.cornwall.sch.uk

BEHAVIOUR TOWARDS STAFF BY PARENTS, CARERS AND VISITORS: EXPECTATIONS AND PROCEDURES

1. Expectations of parents, carers and visitors to the school

Our school actively encourages close links with parents/carers and the community. We know that students benefit when the relationship between home and school is a positive one and we welcome visitors to our school and encourage parents to communicate with us by phone or via email. If a parent or carer has concerns we will always listen to them and seek to address them as quickly and positively as possible. We will always act to ensure the school remains a safe place for students, staff and all other members of our community and therefore abusive, threatening or aggressive behaviour will not be tolerated. If such behaviour occurs we will follow the procedures outlined below.

Types of behaviour that are considered serious and unacceptable and which will not be tolerated in relation to members of staff include:

- Shouting, either in person or over the telephone
- Swearing, either in person or over the telephone
- Emails which are sarcastic, combative or aggressive in tone and language
- Constant emails, phone calls or demanding the teachers time every-day which amount to harassment and intimidation, despite the school's best efforts to address a situation
- Inappropriate electronic activity including publishing abusive or inappropriate content with regards to the school, teachers or students on social networking websites such as Facebook and Twitter or in email communication.
- Physically intimidation, e.g. standing unnecessarily too close to staff.

Progressive actions that will follow

Should any staff experience any of the above behaviours, either the headteacher or the Chair of Governors will request to meet with the parent/carer/member of the community to discuss the events.

Despite our best efforts, should behaviours be persistent, it will always be a last resort to withdraw permission for the parent/carer to contact the school or enter the school site and/or building.

Thank you for your continued support.

NJ Drake

Mrs Drake