



The Wilnecote School

Positive Parent Behaviour Policy

Member of leadership team with lead responsibility for oversight and update of policy	Mr Foscett
Approved at SLT	Jan 2026
Policy approval at Governing Body	Mike Howell 12/2/26
Policy review cycle	2 years
Policy review date	January 2028

Purpose

This policy aims to foster a respectful and collaborative relationship between parents, guardians, and the school community. Positive engagement ensures the best outcomes for students and supports a safe, inclusive environment for all.

This policy applies to all parents, carers and visitors to the school including:

- On-site visits
- Telephone and email communications
- School events
- Any interaction involving the school and the community (including social media)

Our approach is based on -

- Mutual respect
- Safeguarding of students and staff
- Collaboration between home and school
- Open, honest and professional communication

In this policy “parent” means a parent, carer or anyone with as legal responsibility for the child. The principles of this policy also apply to any other family members of pupils or other visitors to the school.

Positive Expectations - What we ask parents to do

- Ensure full and punctual attendance, supplying reasons for absence through appropriate channels
- Ensure your child has full school uniform and equipment (e.g. planner, pencil case, bag).
- Inform the school as to matters which could affect school attendance, schoolwork or behaviour.
- Support the school’s values, policies and guidelines of attendance, punctuality, behaviour and sanctions.
- Attend parents’ evenings as well as discussing reports, school successes and problems with your child.
- Request support should you need it accessing communication from school or accessing site due to additional needs or disabilities
- Staff will acknowledge receipt of your communication within 2 working days. A full response may take longer depending on the complexity of the communication and/or outcome
- Communicate respectfully with all staff, students, and other parents.
- Support school values and policies, including attendance, punctuality, and behaviour standards.

- Work in partnership with the school to resolve concerns constructively.
- Model positive behaviour for students, both on school premises and during school-related activities.
- Use appropriate channels for raising concerns (e.g., scheduled meetings, email, official complaints procedure).
- Respect confidentiality and privacy of students and staff.
- Promote a safe environment by avoiding disruptive or harmful behaviour.
- Engage in respectful conversations, including telephone calls and meetings: No rudeness or disrespect towards staff, avoid repeated interruptions, allow staff to finish their sentences before responding.
- If you need to communicate with students during the school day: Use school contact numbers to get messages to students; do not communicate directly via their mobiles during the school day.
- Please do not encourage your child to use their mobile phone and call you during school day. Students can raise issues with staff in lessons or at Student Services before school, at break, and at lunch.
- If a child is unwell or very upset, the school will contact you. If a student rings you during the school day, encourage them to go to Student Services so that the call takes place with a member of staff present. Whereby a parent arrives to collect a student who has bypassed the above process, the absence will most likely be classified 'as unauthorised.
- Please understand that during the working day our priority is the students on site and their academic education and pastoral support. Avoid sending repeated communication (e.g., multiple emails in one school week). Parents should consolidate concerns into one message or use scheduled meetings to discuss issues.
- Where there is a school issue between students at school, ensure the school is fully aware
- Never personally intervene either physically, verbally or via social media.
- If you feel that the school has not responded to requests for communication within the above timeframe, please contact the headteacher's PA at Headteacher@wilnecotehighschool.org

Inappropriate Behaviours

- Verbal aggression (shouting, swearing, threats).
- Physical aggression (pushing, hitting, obstructing)
- Damage to property
- Intimidation, coercion or humiliation

- Harassment or bullying of staff, students, or other parents. Harassment includes repetitive emails and communications, raising repetitive concerns and requesting unreasonable responses or actions.
- Frequent, unwarranted and/or unnecessary correspondence which is hindering to the proper running of the school
- Defamatory or abusive language in person, via the school app, on social media, or via email.
- Defamatory or negative views shared via social media naming a member of staff or students
- Making deliberately false, malicious or vexatious accusations in person, by email, by telephone or using social media
- Engaging in online discussions about the school relating to incidents involving other children
- Disrupting school operations (e.g., refusing to leave premises when asked).
- Failure to follow school procedures for complaints or communication.
- Any behaviour that violates the law
- Incitement to others to do any of the above

Covert recordings

Unless explicitly agreed in writing, the school and Trust do not consent to parents making or sharing audio or video recordings of any member of staff, local governor or school volunteer, including in-person meetings, remote/virtual meetings or telephone conversations. Making covert recordings without the consent of members of staff is regarded as a breach of the relationship of mutual trust and confidence between the parents and the school. If covert recording is discovered, then the member of staff has the right to terminate the meeting or telephone call immediately.

Inappropriate use of social media

The school encourages parents to approach staff with concerns and to make use of the Trust's Complaints Procedure to escalate matters where necessary. We urge parents to refrain from expressing concerns about the school or its staff on social media sites and instead communicate concerns directly with the school, using the Complaints Procedure if required.

Expressing concerns on social media may damage the reputation of the school and the integrity of its staff may be unnecessarily called into question. Negative comments posted on social media can cause distress and are often counter-productive to the overall aim of

educating pupils. Furthermore, comments made about individual members of staff may be considered defamatory or amount to cyber bullying.

Consequences for Inappropriate Behaviour

Any form of communication that threatens the safety or well-being of staff or pupils will be taken seriously and addressed immediately, with the goal of protecting the safety and well-being of all members of our school

- Verbal Warning - For minor breaches, reminding of expectations.
- Written Warning - Formal letter outlining concerns and next steps.
- Restricted Access* - Limiting parent's access to school staff, premises (fixed period banning order) or events.
- Restricting telephone calls to specified days and named contact only
- Meeting with Senior Leadership - To address behaviour and agree on future conduct.
- Permanent Ban from Premises - For repeated or severe breaches.
- Police Involvement - In cases of threats, violence, or criminal behaviour. We may not give the complainant warning of that action.

*Restricted Access/site banning order - whereby a parent is issued with a site banning order they have the right to request a review of the decision by writing to the Chair of Governors.

Aggression, whether verbal or physical, will never be tolerated and will result in immediate removal from the premises and possible police involvement.

Part 6 of the Community Academies Trust Complaints policy also addresses our approach to repetitious and vexatious complaints and complaints pursued in an otherwise unreasonable manner. This can be found on the trust website at

<https://www.communityacademiestrust.org/about-us>