



St. Luke's C of E (A) Primary School

Parent/Carer Communication and Conduct Policy

2026 – 2028

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Parent/Carer Communication and Conduct Policy for St. Luke's C of E (Aided) Primary School

Introduction

At St. Luke's we are proud of our school community and value the parents and carers who support staff in providing a high-quality education for their children. We recognise the importance of the partnership between parents/carers, school staff and the wider community, and the contribution that positive relationships make to children's learning, wellbeing and development.

Our vision, Work Together. Grow Together. FLOURISH Together., and our FLOURISH values of Friendship, Love, Originality, Understanding, Resilience, Integrity, Selflessness and Hard Work provide a shared framework for respectful communication, responsibility and care for others.

This policy sets out how parents and carers can communicate with school and the conduct expected from parents, carers and visitors so that concerns can be resolved appropriately and our school community remains safe, respectful and able to flourish.

We expect parents, carers and visitors to:

- Respect school staff, pupils, other families and the Christian ethos of the school.
- Work alongside school staff for the benefit of children.
- Treat all members of the school community with respect, including in the school building, on the playground, at school events and online.
- Approach the school directly to help resolve concerns rather than confronting another child or family.
- Model appropriate behaviour and language in front of children.
- Support their own child to follow school expectations.
- Avoid using members of staff as threats when managing their child's behaviour.

Parental Communication with the School

Parents and carers are welcome to raise matters with the school by telephone on 01909 475821 or by emailing the school office at office@st-lukes.notts.sch.uk. Office staff will ensure that the enquiry is directed to the appropriate member of staff.

Non-urgent enquiries – Emails received will be passed to the relevant member of staff. We aim to respond within five working days. This allows staff to prioritise teaching and learning while ensuring that enquiries receive a considered response. Non-urgent matters may include:

- Questions about homework or classwork.
- Requests for information about school events or trips.
- General concerns about a child's progress.
- Administrative queries, for example uniform or payments.
- Concerns, complaints or expressions of dissatisfaction which do not raise an immediate safeguarding or safety issue.

Frequency and proportionality of communication – To support effective communication and staff wellbeing, parents and carers should avoid sending repeated messages about the same matter while awaiting a response. Communication should be reasonable and proportionate to the issue. Where contact becomes excessively repetitive, abusive, harassing or significantly disruptive, the school may manage future communication in accordance with this policy and the school's Complaints Policy.

Urgent matters – Where a matter requires an immediate response, it will be passed to the most appropriate member of staff, usually a member of the Senior Leadership Team. We will aim to respond the same day or within 24 hours, or will make contact to explain if longer is required. Examples include:

- Concerns about a child's immediate health or safety.
- Urgent safeguarding matters.
- A change in end-of-day collection arrangements.
- A significant accident or incident that has just occurred.

Logging of enquiries – Enquiries requiring a staff response may be logged centrally, including the nature of the enquiry and the member of staff dealing with it. Emails may be forwarded to the appropriate member of staff and, where appropriate, a line manager may be copied in. Staff are not expected to respond outside normal working hours and should not routinely reply beyond 5pm.

Raising Concerns and Making Complaints

St. Luke's welcomes appropriate challenge and recognises the right of parents and carers to raise concerns, question decisions and use the school's Complaints Policy. Raising a concern or complaint, including a safeguarding or discrimination concern, will not in itself be regarded as unreasonable or unacceptable behaviour.

We do, however, expect communication to remain respectful and proportionate. Where the frequency, nature or manner of contact becomes abusive, threatening, harassing, excessively repetitive or causes significant disruption to the work of the school, communication arrangements may be managed in accordance with this policy and the school's Complaints Policy.

Where a parent or carer has a disability, communication need, language or literacy need, the school will consider reasonable adjustments to enable them to communicate with and access the school fairly.

Unacceptable Conduct

To maintain a safe and respectful school environment, the following behaviour is not acceptable:

- Loud, aggressive, abusive or offensive language, swearing, shouting or displaying threatening behaviour on the school site or at school events.
- Threats, intimidation or physical aggression towards staff, governors, visitors, parents/carers or pupils.
- Behaviour which significantly disrupts the operation of the school, a school event or the work of staff.
- Deliberate damage to school property.
- Abusive, threatening, discriminatory or harassing emails, telephone calls, messages or online/social-media communication.
- Knowingly making false or malicious allegations. A complaint or allegation which is not upheld, or cannot be substantiated, will not by itself be regarded as malicious.
- Smoking, vaping, consuming alcohol or using illegal drugs on the school site.
- Bringing weapons or other dangerous items onto the school site.
- Approaching, questioning, confronting or chastising another person's child in relation to an incident or disagreement. Concerns about another pupil must be raised with school staff.

The School's Approach to Dealing with Incidents

Where a parent, carer or visitor behaves in an unacceptable manner towards a member of the school community, school leaders will consider the seriousness of the incident, any immediate risk, previous

incidents, the impact on those involved and the likelihood of recurrence before deciding what action is proportionate.

If staff encounter unacceptable behaviour, they should:

- Remain calm and professional.
- Be polite but firm and set clear boundaries.
- Seek assistance where needed.
- End the conversation or meeting where continuing it is not safe or productive.
- Ask the individual to leave the school site where necessary. If they refuse to leave or there is an immediate threat to safety, the police may be contacted.

Staff who experience concerning behaviour may be asked to provide a factual written record of the incident. Witnesses may also be asked to provide an account. Records will be stored appropriately and information will only be shared where there is a lawful and appropriate reason to do so.

Managing Contact and Access to the School Site

Where conduct causes concern, the school may put proportionate arrangements in place to protect pupils and staff while maintaining appropriate communication with the family. Depending on the circumstances, these may include:

- requiring communication through a named member of staff or a single email address;
- limiting communication to a particular method, frequency or agreed purpose;
- requiring meetings to be pre-arranged or attended by an additional member of staff;
- setting clear expectations for conduct at meetings or school events;
- restricting or withdrawing permission to enter the school site where this is necessary and proportionate.
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Restrictions will not be imposed simply because a parent or carer has made a complaint or disagrees with the school. Except where immediate action is required because of a serious or urgent safety risk, the school will normally explain the concern and proposed arrangements in writing and provide an opportunity for the parent/carers to respond. Restrictions will be reviewed after an appropriate period and may be amended or removed where the risk has reduced.

Where there is an immediate risk of harm, serious intimidation, violence or other potentially criminal behaviour, the school may take immediate protective action and contact the police, Local Authority or other appropriate agency.

Risk Assessment

Where behaviour gives rise to an ongoing safety or welfare concern, the school may complete a risk assessment. This will consider:

- the nature and seriousness of the behaviour and the available evidence;
- whether there is a pattern or previous history of similar incidents;
- the impact on pupils, staff and the wider school community;
- whether any person involved has a disability or other relevant need requiring reasonable adjustment;
- the likelihood and potential impact of recurrence;
- previous attempts to resolve or manage the issue;
- the least restrictive and most proportionate measures capable of managing the identified risk.

Any risk-management arrangements will be kept under review and will not be used as a substitute for the school's Complaints Policy, safeguarding procedures or other statutory duties.

Social Media and Online Communication

Parents and carers are entitled to express opinions about the school. However, online communication must not be used to threaten, harass, intimidate or target individual pupils, staff or families, disclose confidential information, or encourage others to engage in abusive conduct. Concerns about the school should be raised directly so that they can be considered through the appropriate procedure.

Relationship with Other Policies

This policy should be read alongside the school's Complaints Policy, Child Protection and Safeguarding Policy, Behaviour and Discipline Policy, Anti-Bullying Policy, Staff Code of Conduct, Online Safety arrangements and procedures for managing allegations and low-level concerns.

As a school, we greatly value the contribution of parents and carers to our community. This policy is intended to protect respectful partnership, ensure that concerns can be raised appropriately and help keep pupils, families and staff safe.

We thank parents and carers for supporting St. Luke's as we Work Together. Grow Together. FLOURISH Together.