

Considerate Communications Policy

Statement of Principles

The Governing Body of Balliol Primary School encourages close links with parents and the community. It believes that pupils benefit when the relationship between home and school is positive. We seek to develop relationships between staff and visitors, especially parents/carers, demonstrate mutual respect and recognition of shared responsibility for pupils' welfare and educational progress.

Local authorities are responsible for protecting the health and safety of their staff and pupils in community and voluntary controlled schools. In certain circumstances, this will mean the LA taking the lead in initiating action on the school's behalf with the school's support, and in other circumstances the LA to support the school in action that the school itself will initiate.

At all times the common purpose remains clear: to achieve zero tolerance of violence, threatening behaviour or abuse in schools, and to ensure all members of the school community, and all visitors to the school, can be confident that they are operating within a safe environment.

The vast majority of parents, carers and others visiting our school are keen to work with us and are supportive of the school. However, on rare occasions when a negative attitude towards the school is expressed, this can result in aggression, verbal, written and/or physical abuse towards members of school staff or the wider community.

The Governing Body expects and requires its members of staff to behave professionally in these difficult situations and attempt to defuse the situation where possible, seeking the involvement as appropriate of other colleagues. However, all members of staff have the right to work without fear of violence and abuse.

Use of Artificial Intelligence (AI) in Parent-School Communication

We recognise that some parents and carers may choose to use Artificial Intelligence (AI) tools to help draft or organise communications with the school. While these tools can be useful for clarity and structure, we ask that any AI-assisted messages are reviewed and personalised before being sent.

This ensures that:

- The information shared is accurate, relevant, and reflects your own voice and intentions.
- Sensitive or confidential details are handled with care and in line with data protection requirements.
- Communication remains authentic, respectful, and considerate of the school's values and community ethos.

Our priority is to maintain open, genuine, and constructive dialogue between home and school, and we appreciate your support in ensuring that AI is used thoughtfully to enhance — not replace — personal connection.

We expect parents, carers and other visitors to behave in a reasonable way towards members of school staff. This policy outlines the steps that will be taken where behaviour is unacceptable.

Types of behaviour that are considered serious and unacceptable and will not be tolerated:

- Shouting at members of school staff, either in person or over the telephone
- Physically intimidating a member of staff eg standing very close to her/him
- Written or electronic communications which are disrespectful, intimidating or aggressive in tone
- The use of aggressive hand gestures
- Threatening behaviour
- Shaking or holding a fist towards another person
- Swearing
- Pushing
- Hitting or kicking
- Spitting
- Racist, sexist or homophobic comments
- Breaching the school's security procedures

This is not an exhaustive list but seeks to provide illustrations of such behaviour.

Unacceptable behaviour may result in the Local Authority and the police being informed of the incident.

The following statement will be displayed in the school office and on the walkway.

The Governors and Headteacher of this school do not accept any form of verbal, written or physical abuse to staff, parents/carers or pupils of the school.

Parents/carers who respond in this manner will be banned from the school premises under Section 547 of the Education Act 1996.

Procedure to be followed:

If a parent/carer behaves in an unacceptable way towards a member of the school community, the Headteacher/Governing Body will seek to resolve the situation through discussion and mediation. Other strategies may include deferring for a short period a meeting in progress that is in difficulty or arranging another date and time to continue the discussion. If necessary, the school's complaints procedure should be followed. Where all procedures have been exhausted and aggression or intimidation continue, or where there is an extreme act of violence, a parent or carer may be banned by the Headteacher/Governing Body from the school premises for a period of time, subject to review.

In imposing a ban, the following steps will be taken:

1. The parent/carer will be informed, in writing, that she/he is banned from the premises, subject to review, and what will happen if the ban is breached, e.g. that police involvement or an injunction application may follow.
2. Where an assault has led to a ban, a statement indicating that the matter has been reported to the Local Authority and the police will be included.
3. The Chair of Governors/LA will be informed of the ban.
4. Where appropriate, arrangements for pupils being delivered to, and collected from the school gate will be clarified.

Conclusion

The Local Authority itself may take action where behaviour is unacceptable or there are serious breaches of health and safety legislation.

In implementing this policy, the school will, as appropriate, seek advice from the Local Authority's education, health and safety and legal departments to ensure fairness and consistency.

Agreed: January 2026

Review: January 2028



Appendix 1 (Warning letter to parents)

Recorded delivery

Dear

I have received a report about your conduct at the school on **(enter date and time)**.
(Add factual summary of the incident and of its effect on staff, pupils, other parents.)

I must inform you that the local authority/ governing body **(delete as appropriate)** will not tolerate conduct of this nature on its premises and will act to protect its staff and pupils.

Therefore if, in the future, I receive any reports of conduct of this nature I will be forced to consider removing your licence to enter the school grounds and buildings. If you do not comply with that instruction I will be able to arrange for you to be removed from the premises and prosecuted under Section 547 of the Education Act 1996. If convicted under this section, you are liable to a fine of up to £500.

Nevertheless, I wish to give you an opportunity to give me in writing any comments or observations of your own in relation to the report which I have received about your conduct. These comments may include any expressions of regret on your part and any assurances you are prepared to give about your future good conduct. To enable me to take a decision on this matter at an early point, you are asked to send me any written comments you wish to make by **(state date ten working days from the date of letter)**.

Yours sincerely,

Head Teacher



Appendix 2 (Banning letter to parents)

Recorded delivery

Dear

I have received a report from the head teacher at **(insert name)** School about your conduct on **(enter date and time)**.

(Add factual summary of the incident and of its effect on staff, pupils, other parents.)

I must inform you that the local authority/ governing body **(delete as appropriate)** will not tolerate conduct of this nature on its premises and will act to protect its staff and pupils. On the advice of the head teacher I am therefore instructing that until **(add date)** you are not to reappear on the premises of the school. If you do not comply with this instruction I may arrange for you to be removed from the premises and prosecuted under Section 547 of the Education Act 1996. If convicted under this section, you are liable to a fine of up to £500.

Arrangements have been made for your **(insert child/ren's names)** to be collected, and returned to you, at the school gate by a member of the school's staff.

The withdrawal of permission for you to enter the school premises takes effect straightaway. However, I still need to decide whether it is appropriate to confirm this decision. Before I do so, I wish to give you an opportunity to give me in writing any comments or observations of your own in relation to the report which I have received from the head teacher. These comments may include any expressions of regret on your part and any assurances you are prepared to give about your future good conduct. To enable me to take a decision on this matter at an early point, you are asked to send me any written comments you wish to make by **(state date ten working days from the date of letter)**.

If on receipt of your comments I consider that my decision should be confirmed, or extended, you will be supplied with details of how to pursue a review of the circumstances of your case.

In any event, the decision to withdraw your licence to enter the school premises will be reviewed by (complete as appropriate). That review will take account of any representations that you may have made and of your subsequent conduct.

Yours sincerely,



Appendix 3 (Review of ban letter to parents)

Recorded delivery

Dear

I wrote to you on **(insert date)** withdrawing permission for you to come onto the premises of **(insert name)** School until **(insert date)**. In that letter I also advised you that I would take steps to review this decision by **(insert date)**.

I have now completed the review. However, after consultation with the head teacher, I have determined that it is not yet appropriate for me to withdraw my decision. **(Give a brief summary of reasons)**

I therefore advise that the instruction that you are not to come onto the premises of **(insert name)** school without the prior knowledge and approval of the head teacher remains in place until **(insert date)**.

I shall undertake a further review of this decision on **(insert date)**.

(Insert if the letter is from the governing body) If you are dissatisfied with this decision, you have a right to request a review of the decision by the governing body.

Yours sincerely,

Chair of governing body

