



Registered Charity 1171812

# Home School Communication Policy

Summary	
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Responsibility of	Chief Executive
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## Introduction

Connie Rothman Learning Trust recognises and promotes close links and communication with all our stakeholders, especially parents, carers and the wider community. Our primary focus is for the young people we serve, and we believe they benefit from positive relationships between home and school.

It is important that discussions between parents, carers and staff are conducted respectfully. We understand that emotions born out of complex frustrations may become heightened, and through discussion we aim to resolve matters through calm and constructive dialogue.

All members of staff have the right to work in a respectful environment, and we expect parents, carers, and visitors to always behave in a reasonable way toward members of staff. If an interaction becomes abusive or threatening, staff are empowered to end the conversation immediately.

This document outlines our expectations for visitor conduct to ensure we maintain a safe, respectful, and productive environment for students, staff, and all members of our community.

We recognise that certain situations may be emotionally charged, and we strive to respond with empathy and professionalism. However, any form of abuse, intimidation, or aggressive behaviour—whether in person, over the phone, in writing, or via social media is unacceptable and may pose a risk to both staff and students. Expectations are set out in the Home-School agreement.

Meetings at school or online may be electronically recorded.

## Procedures

We operate a zero-tolerance policy for abusive, threatening, and intimidating behaviour and the meeting may be stopped and the individual may be asked to leave.

If the behaviour of a visitor is a cause for concern, the situation must be reported to the Headteacher or a designated member of staff. The Headteacher will consider the following factors before deciding on the most appropriate course of action.

- Has the individual been verbally aggressive, threatening, intimidating
- Has the individual been physically aggressive, threatening, intimidating, or abusive
- What is the evidence, including witness statements
- Does the individual have a history of similar or escalating behaviour
- Do members of the school community, including other visitors, feel intimidated or threatened by the individual's behaviour
- Are students directly involved, e.g. approached inappropriately by the individual
- Was the individual provoked in any way and is there evidence of provocation
- Is there a risk, whether low, medium or high, that the behaviour may be repeated

After evaluating all available information there are several actions the Headteacher may wish to take. These may include:

- Inviting the individual to a meeting to discuss events
- Attempt a restorative meeting or mediation
- Clarifying to the individual what is considered acceptable behaviour in writing
- Forming strategies to manage future situations

- Issuing a warning letter
- Withdrawing permission for the visitor to enter the school site or have further exchanges with staff either temporarily or permanently
- Calling police for assistance
- Seek a response from the Chief Executive
- Taking legal advice

Our goal is always to maintain a respectful and supportive environment where all members of our community feel safe and valued. We appreciate your cooperation and understanding in upholding these standards.