

Rationale

At The Write Time School, we pride ourselves on positive home-school relationships. To achieve the best outcomes for pupils, families and staff must work together respectfully and constructively. We recognise that concerns and disagreements may arise; however, all communication should remain courteous, solution-focused and professional. This policy sets out the standards of behaviour expected from parents and carers and the actions the school may take when those standards are not met.

Legal Framework

This policy has due regard to relevant education, safeguarding, health and safety, equality and harassment legislation and should be read alongside the Complaints Policy, Safeguarding Policy and Online Safety Policy.

Expectations

- Act respectfully towards staff, pupils, families and visitors at all times.
- Work collaboratively with school staff for the benefit of pupils.
- Raise concerns through appropriate school procedures.
- Respect school decisions and professional judgement.
- Use social media responsibly.
- Respect school property and the wider environment.
- Follow school arrangements for access, parking, drop-off and collection.

Expected Behaviour

The school takes all concerns seriously and welcomes constructive feedback. Parents and carers may challenge decisions or raise complaints, but communication must remain calm, respectful and non-threatening. Where behaviour becomes inappropriate, meetings, calls or correspondence may be paused and reconvened at a later time.

Inappropriate Behaviour and School Responses

Inappropriate Behaviour	Action Taken
Swearing, abusive language, shouting, or discriminatory comments.	Request to stop. If the behaviour continues, the meeting or conversation will be terminated, and a formal warning may be issued.
Threatening emails, messages, harassment, intimidation, or bullying online or in person.	Communication restrictions may be imposed, a senior leader may intervene, and a formal warning may be issued.
Physical aggression, threats of violence, or damage to property.	Immediate removal from the site and police involvement where appropriate.
Abusive or defamatory social media posts.	Request for removal of the content, formal warning, reporting to the platform, and legal action where necessary.
Trespassing on school property or unsafe driving near the school.	Reported to the relevant authorities and site access may be restricted.
Smoking, vaping, alcohol consumption, or illegal substance use on school premises.	Asked to leave the site immediately and further action considered.
Unauthorised photography or filming.	Request to stop and delete images or recordings. Further action may be taken under safeguarding procedures.

Consequences for Repeated Offences

The Write Time School will normally adopt a graduated response unless the seriousness of the incident warrants immediate escalation.

Occurrence	Response
First Incident	Verbal reminder and clarification of expectations.
Second Incident	Formal written warning from a member of the Senior Leadership Team.
Third Incident	Communication restrictions, including requiring communication in writing only or through a designated member of staff.
Further Incidents	Temporary ban from school premises and school events.
Serious or Persistent Misconduct	Permanent barring from school premises, police involvement where appropriate, and/or legal action.

Note: The school reserves the right to move directly to a higher level of sanction where behaviour presents a safeguarding risk, involves threats of violence, harassment, discrimination, criminal activity, or causes significant disruption to the education, safety, or wellbeing of pupils or staff.

Safeguarding

Any behaviour that raises safeguarding concerns will be managed in accordance with the school's safeguarding procedures and may be referred to external agencies.

Appendix: Restricting Access to School Premises

The Headteacher may temporarily or permanently restrict access to school premises where behaviour presents a risk to pupils, staff or the wider school community. Individuals will normally be informed in writing, given reasons for the decision and advised when any restriction will be reviewed.