

Approved	The Quinta Senior Leadership Team
Last reviewed on:	30 th September 2026
Next review due by:	October 2027

Vision

At The Quinta, one of our main drivers is authentic care. We believe that every member of our school community, including children, staff and parents, deserves to be treated with the utmost respect. The relationship between home and school is vital for our pupils' progress and we value the contribution families and carers make to our community. We want to ensure that our school is a positive, safe place for all.

This policy sets out how we work together, communicate and resolve concerns, and what happens if behaviour falls below the standard we expect.

Scope

In this policy, 'parent' has the meaning given in section 576 of the Education Act 1996. It includes:

- A child's birth parents
- Anyone with parental responsibility for a child
- Anyone who has care of a child, such as grandparents, step-parents or childminders

The policy also applies to other adults visiting or contacting the school. It covers behaviour on the school site, at school events and trips, and in any communication connected with school, including telephone, email, letters, social media and parent messaging groups.

Expectations

We expect all adults in our school community to set the best possible example for children and to promote positive relationships with staff and other families. We ask parents and carers to:

- Respect the school's ethos and work with staff in the best interests of children.
- Treat children, staff and other adults with respect in person, on the telephone and in writing.
- Raise concerns calmly with the appropriate member of staff and work towards a constructive resolution.
- Raise concerns directly with school, rather than on social media or in parent messaging groups.
- Support safe and respectful behaviour from children in their care while on the school site or at school events.
- Bring concerns about another child to staff rather than approaching, confronting or disciplining that child.
- Follow site rules: no smoking or vaping, no alcohol (unless agreed for a specific event) and no dogs other than assistance dogs on school premises.
- Only take photographs or videos at school events when staff say this is permitted, and do not share images of other people's children online.

Parents are welcome to ask questions, disagree with decisions and make complaints. Raising a concern or pursuing a complaint respectfully is not a breach of this policy. We will listen, take concerns seriously and explain the next steps.

Communication with school

Good communication helps us support children effectively. During the school day, staff prioritise teaching, keeping children safe and preparing and assessing learning, so they cannot routinely read or reply to messages straight away.

Email response times

- Staff aim to read emails within two working days and to reply within five working days of receipt.
- Working days are school days in term time. Weekends, bank holidays and school holidays are not included.
- Staff are not expected to read or reply to emails outside 8:00am to 4:00pm on working days. You may send emails at a time that suits you, but emails sent outside these hours, or during school holidays, will be treated as received on the next working day.
- If a full reply needs more information or discussion with colleagues, we will acknowledge your email within five working days and tell you when to expect a fuller reply.

Formal complaints, subject access requests and other statutory requests follow their own procedures and timescales.

Urgent matters

Please telephone the school office for anything urgent, such as a change to collection arrangements or a concern about a child's safety. Do not rely on an email to an individual member of staff for urgent matters. In an emergency or if someone is in immediate danger, call 999.

Helping us respond well

- Keep emails clear and focused on the concern, any relevant information and what you are asking us to do.
- Please allow the response period before sending reminders, unless there is new information or the matter has become urgent. If you have not had a reply after five working days, contact the school office so it can be followed up.
- Use school communication channels. Please do not contact staff through personal telephone numbers, private messaging accounts or personal social media.
- Please do not record meetings or telephone calls without the agreement of everyone taking part. The school will keep notes of formal meetings and share agreed actions.

Addressing issues

For most classroom or learning concerns, start with your child's class teacher. A conversation or arranged meeting is often more helpful than a long email exchange. If the concern needs further support, it can be referred to the appropriate senior leader and, where necessary, the headteacher.

Concerns about special educational needs can be raised with our SENDCo. Any concern about a child's safety or welfare should be raised promptly with the Designated Safeguarding Lead through the school office. The office can help you reach the right person.

If a concern is not resolved, please use the school's Complaints Policy, which explains the formal stages and how a complaint is considered by governors. Complaints about the headteacher should follow the route set out in that policy.

Please tell us if you need help accessing information or communicating with school. We will consider reasonable adjustments, such as information in an accessible format, an interpreter, or someone to support you in a meeting.

Unacceptable behaviour

The following behaviour is unacceptable, whether on the school site, at a school event or in communication connected with school:

- Shouting at others, swearing, or using abusive, insulting or offensive language.
- Threats, physical intimidation, violence or aggressive behaviour towards a child or adult.
- Racist, sexist, homophobic, disablist or other discriminatory or personally derogatory comments.
- Abusive, threatening or intimidating emails, telephone calls, letters, texts or messages.
- Online harassment, or abusive, defamatory or personally derogatory posts about the school, staff, children or other members of the school community.
- Posting or sharing photographs, videos or recordings of staff or other people's children without consent.
- Contact that is so frequent or repetitive that it becomes unreasonable, including repeatedly raising a matter that has already been fully considered.
- Disrupting, or threatening to disrupt, teaching, school operations or school events.
- Damaging school property or another person's belongings.
- Approaching, confronting or disciplining another person's child, or using physical punishment against any child on school premises.
- Being under the influence of alcohol or drugs, or possessing illegal drugs, on school premises or at a school event.

This is not an exhaustive list. Staff may end a meeting or telephone call if behaviour becomes abusive or threatening. A further discussion can then be arranged, with appropriate support and clear expectations.

Responding to unacceptable behaviour

The school will gather relevant information and give the adult an opportunity to give their account. Where immediate action is needed to keep people safe, this may happen after that action has been taken. Our response will reflect the seriousness of the incident, its impact and any relevant circumstances, including any reasonable adjustments.

Depending on the incident, the school may:

- Arrange a discussion or mediation.
- Issue a written warning.
- Require meetings to be by appointment or with a senior leader present.
- Agree a named contact and set communication arrangements.
- Seek legal advice.
- Contact the police or other appropriate authorities.
- Restrict or withdraw permission to come onto the school site.

Serious incidents may lead to immediate action without a prior warning.

The headteacher will normally decide the response and will consult the chair of governors before imposing a site ban. If an incident concerns the headteacher, the chair of governors will oversee the response. Any restriction on communication will be proportionate, explained in writing and reviewed.

Families will always keep a route to raise concerns, receive essential information about their child and use the Complaints Policy.

The school will keep a written record of incidents and of the action taken.

Access to school grounds

School premises are private property. Parents and carers normally have permission to come onto the site for agreed purposes, such as dropping off and collecting children, appointments and school events. This permission may be restricted or withdrawn where behaviour presents a risk to children, staff or others, or seriously disrupts the running of the school.

If the school proposes to ban an adult from the site, or bans them temporarily because of an immediate risk:

- The decision and the reasons for it will be explained in writing.
- The adult will be given a deadline to respond and to present their side of the matter.
- The school will consider the response and confirm its decision in writing.
- Any ban will be for a stated period and will have a review date.
- The letter will explain what contact is permitted and the arrangements for the child's drop-off, collection and ongoing communication with school.

Under section 547 of the Education Act 1996, it is a criminal offence for a person who is on school premises without lawful authority, including a parent whose permission to be on site has been withdrawn, to cause or permit a nuisance or disturbance. The police, or a person authorised by the school, may remove them. The school may ask for police assistance where appropriate.