



Hopping Hill Primary School

Community Engagement Policy

Person responsible for the policy	<i>Jo Fantarrow</i>
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Parental Engagement Policy

Parents and carers play a vital role in the development and education of their children. They have a primary influence on their child's attitudes towards school and their learning. They care about their children and want to be involved. At Hopping Hill Primary School all parents and carers are equally valued as part of our school community. Our children benefit the most when there is a strong relationship between home and school. We are fully committed to creating an open relationship with all parents and carers to ensure that we meet the needs of all of our children and provide support for their families. We recognise that, to be successful, our strategies need to be flexible and recognise the diversity of our parents and carers and their skills, experience and contributions.

We aim to build a strong partnership to optimise the learning of our children, and the fostering of good relationships is of paramount importance. We strive to provide an open and welcoming school and provide as many opportunities for discussion and dialogue as possible recognising the busy lives of both our parents and staff.

Purpose

This policy serves as a reminder to all parents, visitors and members of our community at Hopping Hill Primary School of the expectations of conduct between each other. We recognise that everyday frustrations can cause misunderstandings and can have a negative impact on relationships. Our open-door policy to talk to staff, the ability to phone or email to arrange meetings or have discussions is part of our ongoing commitment to resolving any difficulties or misgivings in a constructive manner through open and positive dialogue.

The policy consists of two parts:

- Part 1 – general expectations of the behaviour that Hopping Hill Primary School wishes to be displayed by parents and the wider community.
- Part 2 – the procedure to follow alongside the Complaint Policy should a complainant be deemed vexatious or unreasonable.

PART 1

Our school already has an Adult Code of Conduct for all our staff, governors and volunteers. This Community Engagement Policy is for parents, carers, visitors and members of our wider school community, so that we are able to share a common expectation and understanding of behaviour. We are fortunate that instances in which it is needed are extremely rare, but we feel it is important to state clearly the types of behaviours that are unacceptable and what action we may take in response.

Expectations

We will work in partnership with parents/carers to help children achieve their full academic potential.

We expect our parents, carers and visitors to:

- Respect the compassionate, caring and tolerant ethos of our school
- Work together with school staff for the benefit of the children
- Treat all members of the school with respect, using appropriate language and behaviour
- Approach the school to help resolve any issues of concern
- Where appropriate clarify a child's version of events with the school's view in order to bring about a resolution to any issue
- Promote good behaviour and respectful and tolerant attitudes of your own children at school

Behaviour that Hopping Hill Primary School will not tolerate

- Disruptive behaviour which interferes or threatens to interfere with any of the school's normal operations anywhere on the school premises or sports fields during events.
- Any inappropriate behaviour on the school premises.
- Using loud or offensive language.
- Threatening a member of staff, visitor, fellow parent or child.
- Damaging or destroying school property.
- Sending abusive, threatening or intimidating emails, text, voicemail or phone messages or other written communications to anyone within the school community.
- Using social media inappropriately in such a way as to intimidate, ostracise or alienate anyone within the school community. This includes social media platforms such as WhatsApp.
- Defamatory, offensive or derogatory comments regarding the school or any of the students, parents, staff or governors at the school on social media (see the separate section on social media).
- The use of physical, verbal or written aggression towards another adult or child.
- Any language or actions which breach our commitment to our Equality and Prevent Duties, for example (but not exclusive to) sexist, racist or homophobic comments or actions.
- Smoking, vaping, taking illegal drugs or consuming alcohol on school premises (except for the consumption of alcohol during authorised events).
- Driving unsafely within the vicinity of the school
- Taking photos or videos on the school premises without permission from the school.
- Arriving on the school premises inappropriately or partially clothed

Should any of the above occur on school premises, or in connection with the school, the school may take legal advice and ban the offending adult from entering the school premises altogether.

Issues of conduct with the use of Social Media

We request that social media, whether public or private, is not used to voice negative views about the school, school staff, parents or children. We ask that instead, you contact the school to engage in a positive and open dialogue to resolve any issues. Our staff are available to contact every school day and there is almost always a member of staff at the gate each morning. You can email at any time to open the dialogue and request a call back or make an appointment, and you can telephone between 8:30am and 4:00pm.

We take the inappropriate use of social media by a parent to publicly humiliate or criticise another parent, child, member of staff or governor very seriously and will take action when appropriate.

To summarise: if parents / carers have any concerns about their children in relation to school, they should make contact with the school by:

- Speaking to the Head Teacher or a member of the Senior Leadership Team on the school gate in the morning.
- Speaking to their child's class teacher at the end of the school day when they dismiss the children.
- Emailing school to request a call back or an appointment.
- Telephoning / leaving a message to request an appointment for a discussion with either the Head Teacher or class teacher.
- If the issue is unresolved, please use the school's Complaint Procedure.

Online activity which we consider inappropriate:

- Identifying or posting images or videos of children other than of your own child.
- Abusive or personal comments about staff, governors, children or other parents.
- Bringing the school into disrepute.
- Posting defamatory or libellous comments.
- Emails circulated, or sent directly, with abusive or personal comments about staff or children.
- Using social media or apps to publicly challenge school policies.

- Using social media or apps to discuss issues about individual children.
- Threatening behaviour, such as written intimidation of staff, or using bad language.
- Breaching school safeguarding and security procedures.

At our school, we take our safeguarding responsibilities extremely seriously and will deal with any reported incidents appropriately in line with our Safeguarding and Child Protection Policy. Think before you post!

Class Dojo

Class Dojo will be used as the main form of communication between home and school. It will be our remote learning platform alongside being used to share school news and events. Parents are encouraged to add positive and supportive comments on the posts that are shared. This platform must not be used to voice complaints or concerns in anyway. Any such comments will be removed.

Action that may be taken after a breach of these expectations

When a parent has behaved inappropriately, they will be invited to a meeting by the Head Teacher to discuss their behaviour and to attempt to resolve the issue.

Where this initial meeting is not sufficient to resolve the issue then proportionate actions will be taken, this may include a ban from the school premises or restricting access to Class Dojo. In cases where the unacceptable behaviour is considered to be a serious and potentially criminal matter the concerns will be referred to the Police. This will include any harassment (including social media postings or cyber bullying), threats of violence and actual violence to any child, staff or governor at the school. Where the behaviour indicates that the parent poses a risk to children school will consider referring the case to children's social care.

In cases where evidence suggests that behaviour would be tantamount to libel or slander then the school will refer the matter to their legal advisors for further action.

PART 2

Policy for handling unreasonably persistent, harassing, vexatious, unreasonable or abusive complaints

The Head Teacher and governing body are committed to the improvement of our school. We welcome feedback from parents/carers and will always try to resolve any concerns as quickly as possible. There is a procedure for parents/carers to use if they wish to make a formal complaint. Sometimes, however, parents or carers pursuing complaints or other issues treat staff and others in a way that is unacceptable and or behave in an unacceptable manner. Whilst we recognise that some complaints may relate to serious and distressing incidents, we will not accept threatening, inappropriate or harassing behaviour.

We do not expect staff to tolerate unacceptable behaviour by complainants or by members of both the school and wider community.

Unacceptable behaviour includes behaviour which is abusive, offensive or threatening and may include:

- Using abusive or foul language on the telephone
- Using abusive or foul language face to face
- Sending multiple emails
- Leaving multiple voicemails
- Using social media to voice complaints

Raising legitimate queries or criticisms of a complaints procedure as it progresses, for example if agreed timescales are not met, should not in itself lead to someone being regarded as a vexatious or an unreasonably persistent complainant.

If, after following the school's complaints procedure a complainant raises the complaint again without significant new information, this will be deemed a vexatious action.

We define abusive, unreasonably persistent and vexatious complainants as those complainants who, because of the frequency or nature of their contacts with the school, hinder our consideration of their or other people's complaints. The terms 'abusive', 'unreasonably persistent' and 'vexatious' may be applied separately or jointly to describe a particular complainant.

Imposing Restrictions

- We will ensure that the concern or complaint is being, or has been, investigated properly according to the school's Complaint Policy.
- In the first instance, the Head Teacher will issue a warning to the complainant. They will contact the complainant either by phone, in writing or by email to explain why this behaviour is causing concern, and ask them to change this behaviour. The Head Teacher will explain the actions that the school may take if the behaviour does not change.
- If the disruptive behaviour continues, the Head Teacher will issue a reminder letter to the complainant advising them that the way in which they will be allowed to contact us in the future will be restricted. The Head Teacher will make this decision and inform the complainant in writing of what procedures have been put in place and for what period.
- Any restriction that is imposed on the complainant's contact with us will be appropriate and proportionate and the complainant will be advised of the period of time the restriction will be in place for. In most cases restrictions will apply for between 3 and 6 months but in exceptional cases may be extended. In such cases the restrictions would be reviewed on a termly basis.
- Restrictions will be tailored to deal with the individual circumstances of the complainant and may include:
 - a) Banning the complainant from making contact by telephone except through a third party e.g. solicitor/councillor acting on their behalf
 - b) Banning the complainant from sending emails to individual and/or all school employees or Governors and insisting they only correspond by letter
 - c) Banning the complainant from using the school premises
 - d) Banning the complainant from accessing any school building except by appointment
 - e) Requiring contact to take place through one named member of staff only
 - f) Restricting telephone calls to specified days / times / duration
 - g) Requiring any personal contact to take place in the presence of an appropriate witness
 - h) Letting the complainant know that we will not reply or acknowledge any further contact from them on the specific topic of that complaint (in this case, a designated member of staff should be identified who will read future correspondence)
 - i) Removing the complainant's access to Class Dojo.

When the decision has been taken to apply these procedures to a complainant, the Head Teacher will contact the complainant in writing to explain:

- a) Why the decision has been taken
- b) What action is being taken
- c) The duration of that action
- d) The review process of this policy.

The Head Teacher will enclose a copy of this policy in the letter to the complainant.

Where a complainant continues to behave in a way that is unacceptable, the Head Teacher, in consultation with the Chair of Governors, may decide to refuse all contact with the complainant and stop any

investigation into his or her complaint. Where the behaviour is so extreme or it threatens the immediate safety and welfare of staff, we will consider other options, for example reporting the matter to the police or taking legal action. In such cases, we may not give the complainant prior warning of that action.

This policy operates in conjunction with the following policies:

- School Complaints Procedures Policy
- Hopping Hill Primary School's Home School Agreement
- Whistle Blowing Policy