

MUTUAL RESPECT STATEMENT

At Penryn College we pride ourselves on our positive and collaborative relationships we have with our parent/carer body. We welcome positive and constructive communication between school and home. However, on the very rare occasion that this is not the case, we have procedures in place to maintain a calm environment and to keep our staff safe.

Introduction

All parties, parents/carers and staff, have the right to be treated respectfully and in a professional manner by the staff of the school.

All staff at Penryn College have a right to work in a safe and positive school environment. Staff should not be subject to unreasonable and repeated criticism or foul or abusive language. Nor should they be subject to any verbal or physical threats/abuse, whether in person, via the telephone or by e-mail, by parents or any other members of the community.

If behaviour towards a member of staff is deemed to be unreasonable, the school may take the following action:-

- Stage 1 – parent/carer will be contacted by a member of the Senior Leadership Team or the Line Manager of the member of staff to discuss the situation and find an agreeable way forwards.
- Stage 2 - If such behaviour continues, the parent/carer be met by a member of the Senior Leadership Team and will receive a formal letter outlining the further actions which will be taken if such behaviour continues
- Stage 3 - If the unreasonable behaviour continues, a second letter will be sent outlining the one line of future communication which will be available to the parent/carer.
- Stage 4 - If all of the above fail, there may be occasions when the school deems it appropriate for all further communications to be made in writing. In such cases, the parent/carer or member of the community, will be informed that no further communication will be taken by telephone or in meetings, and any exception to this will be witnessed and recorded.
- Stage 5 - In circumstances where behaviour is deemed to be extreme or threatening, the Headteacher will liaise with the Governing Body, which may take away the right of a parent/carer or member of the community to come onto school premises. It may also take the decision to involve legal or police support.

Respect for Penryn College's Policies and Procedures

If a parent/carer or member of the community takes issue with a school policy or procedure, including sanctions given for unacceptable behaviour, then they should register that complaint in accordance with the Complaint's Policy of Penryn College.

Coming onto the school site

Parents/carers and members of the community must not enter the school other than by the main entrance and must not approach staff in their classrooms or the staffroom. This rule is part of our safeguarding procedures, to keep students and staff safe.

Anyone wishing to meet with a member of staff is required to make an appointment in advance, which can be done by telephoning reception, or by email request.

Staff Responsibility

Staff are expected to consistently demonstrate high professional standards in any communication with parents/carers. There will be times when a difference of view is apparent. This should be managed in a professional manner and passed on to a more senior colleague if there is little sign of a reasonable resolution. All of our staff will receive the appropriate training in order deal with the plethora of different scenarios they may face in their role.

Procedure for dealing with an incident

In the event that a member of staff is subject to unreasonable behaviour, they will undertake the following activities:-

- Inform their line manager immediately who will ensure the activity log is filled in correctly
- Follow this conversation with a written statement
- The line manager, and the member of staff if appropriate, will meet with the Deputy Headteacher to agree a plan of action, depending on the nature of the incident
- The Deputy Headteacher or designated member of the Senior Leadership Team will check on the wellbeing of the member of staff before the end of the day, or, in the event that the incident happened later on in the day, the following morning.
- The Deputy Headteacher or designated member of the Senior Leadership Team will feed back the outcome to the member of staff and line manager