

MUTUAL RESPECT STATEMENT

At Penryn College we pride ourselves on our positive and collaborative relationships we have with our parent 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 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. 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. Any such behaviour will be met by swift response from either a member of the school's Senior Leadership Team, the Governing Body and/or Local Authority Legal Advisor, depending on the incident or circumstance.

Equally, parents have the right to be treated respectfully and in a professional manner by the staff of the school.

If behaviour towards a member of staff is deemed to be unreasonable, the school may take the decision to ban any further communication with that member of staff. If unreasonable behaviour by a parent or any other member of the community persists beyond this, the school may take the decision to ban communication with all school staff except one nominated member of the school's Senior Leadership Team, which includes the Headteacher.

There may be occasion when the school deems it appropriate for all further communications to be made in writing, which will provide a more formal framework and give clarity regarding complaint and tone. In such cases, the parent 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.

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 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 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 and members of the community should not enter the school other than by the main entrance and should 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. 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.