

PENRYN COLLEGE

Mutual Respect Statement

Approved by: Full Governing Body

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Responsible SLT member: Tamsin Schouten

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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, when this is not the case, we have procedures in place to maintain appropriate levels of behaviour and to keep our staff safe.

Introduction

All parents/carers and staff, have the right to be treated in a professional manner and staff at Penryn College will treat parents, carers and colleagues with courtesy and kindness.

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

Behaviour expectations

Parents can expect a high standard of courtesy and respect from our staff. All communication will be conducted in a professional, accessible and polite manner and in accordance with our Communication Policy.

In the event behaviour falls short of expectations, parents/carers can feedback concerns to Penryn College Staff via feedback@penryn-college.cornwall.sch.uk.

Any feedback will be fully investigated and as necessary, appropriate remedial action will be taken.

Penryn College will not tolerate unreasonable behaviour towards its staff. Unreasonable behaviour could include, but is not limited to;

- Being subject to repeated correspondence on the same subject in a persistent and harassing manner
- Being subject to personal, offensive comments
- Being subject to raised voices or otherwise intimidating behaviour
- Receipt of threats or violence
- Abusive or threatening behaviour on social media
- 'Trolling' or similar bullying behaviour about Penryn College staff on social media platforms

Procedure for dealing with an incident

In the event that a member of staff is subject to unreasonable behaviour, the following actions will occur:-

- 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

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

Stage 1

The 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 remind the parent/carer of the content of this code of conduct. The manager will attempt to address the concerns of the parent/carer and resolve any concerns.

Stage 2

If the behaviour continues, a member of the Senior Leadership Team will send a formal letter, along with a copy of this statement citing the behaviour and invite the parent to engage with the school through appropriate channels to resolve any concerns. This letter will also contain notification that further occurrences (depending on their nature) may be referred to the police and that the school may decide to cease communicating with the parent/carer.

Stage 3

If the unreasonable behaviour continues, a second letter will be sent to the parent/carer notifying them (depending on the nature) that the matter will be referred to the police or other appropriate body and that communication must only take place via letters, with the exception of formal meetings which will be witnessed and recorded.

Stage 4

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 the 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 is not satisfied with the way Penryn College has managed an alleged breach of this statement, including sanctions given for unacceptable behaviour, then a complaint can be registered in accordance with the Complaints Policy of Penryn College.

Final