



Communication & Conduct Policy for Parents

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Governor Committee: N/A

Approved by: Headteacher

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Red Kite Alliance

Positive Communications Charter

As a group of over 50 schools across the region, we are committed to listening and engaging positively with our wider community for the benefit of the young people in our care.

As a Red Kite Alliance school, we have adopted the following principles when responding to any issues raised by parents and carers or other members of the wider community:

All dialogue, written or verbal, must be polite and professional.

We recognise that some issues are emotive, but we reserve the right to end any conversation, meeting or phone call if the language, tone or manner used becomes inappropriate (threatening, abusive or rude).

We will acknowledge all complaints within three working days (during term time only).

This may initially be a simple acknowledgement or a plan to discuss further at a scheduled appointment.

Please be aware that the school will allocate the most appropriate, available member of staff to respond to your enquiry.

This may not be the specific person you have asked for.

Meetings with staff will only take place when an appointment has been scheduled.

All our staff are engaged in duties throughout the school day and are not available on demand.

We will respond to all concerns raised within the framework of our complaints policy.

The policy outlines the various steps that complaints go through and is available on the school website.

Some decisions are made at a school level, and we will always act in the best interests of the child.

Within the AGS Complaints Policy, we have a decision-making protocol which details those issues that usually require minimal discussion as they are decisions that all schools are reasonably and lawfully allowed to make without stakeholder approval.

When a complaint has been through all our levels of response, that signals the end of the process as far as the school is concerned.

We ask that our community respect this.

Agreed by Red Kite Alliance Headteachers and Principals, June 2025

1. Introduction

At Allerton Grange School, we are committed to nurturing respectful, productive relationships between school staff, parents, carers, and visitors. Our aim is to maintain a safe and inclusive learning environment that supports every student's academic, personal, and social development.

We value open and honest communication and encourage constructive feedback. In all interactions—whether face-to-face, by phone, or online—we expect mutual respect and courtesy. Our staff are fully focused on supporting students' progress and wellbeing, and clear, appropriate communication is essential in enabling this.

While we welcome diverse viewpoints and routinely consult with families and stakeholders, decisions taken by the school will always reflect what we believe to be in the best interests of our students and the wider school community. These decisions, particularly around areas such as curriculum, conduct, uniform, or whole-school priorities, rest with the Headteacher and leadership team and do not require parental approval.

Where stakeholder advice or feedback is received, the school reserves the right not to act on it if it conflicts with legal frameworks or Department for Education (DfE) guidance or is not judged to serve our students' needs. We will not engage in protracted or unreasonable discussions on matters where the school's position is final.

Please refer to our 'Framework for Informed Decision-Making' (see Complaints Policy Appendix One) for further clarification.

2. Standards for Communication: Expectations for Parents, Carers and Visitors

To maintain positive and productive relationships, we ask that all parents, carers and visitors:

1. Treat staff, students, and other members of the school community with kindness and respect.
2. Model calm, responsible behaviour in communications, including on digital and social platforms.
3. Use the appropriate channels to raise questions or concerns (contact details available on our website).
4. Communicate with staff in a polite and respectful tone.
5. Refrain from using language or behaviour that may be interpreted as aggressive, intimidating, or excessively demanding.
6. Support the school in addressing behavioural issues and understand that the Behaviour Policy (PPD) applies to all students (reasonable adjustments will be made, where appropriate, for students with disabilities in line with the Equality Act (2010)). **The school does not negotiate disciplinary measures.**
7. Request meetings in advance and avoid attending the school without an appointment. **AGS will not accommodate unplanned meetings.**

8. Accept that the school will direct concerns to the most appropriate member of staff; this is not negotiable.
9. Represent the school positively in public forums and avoid disparaging commentary online.
10. Respect staff workloads and avoid over-contacting or placing unrealistic demands on staff.
11. Allow up to two working days for staff to acknowledge receipt of emails or calls.

3. Unacceptable Behaviour

All members of our community have a right to learn or work free from intimidation, abuse or aggression. We will not tolerate:

- Shouting, swearing, or using threatening language
- Physical intimidation or aggressive gestures
- Repeated or excessive complaints once issues have been addressed
- Acts or comments that are discriminatory or prejudiced
- Bullying, harassment (including online), or threatening behaviour
- Vandalism or damage to school property
- Breaching school security or site access procedures

Where necessary, the school will take appropriate action to restrict communication or request police involvement to safeguard staff and students. Staff will record and report all incidents of unacceptable behaviour to SLT. Individuals displaying such conduct may be asked to leave school premises, be escorted off site, formally banned, or reported to the authorities.

4. Excessive Contact and Communication Limits

Given the size and scale of Allerton Grange School, staff will always prioritise face to face support for our students over dealing with parental concerns. Accordingly:

- Excessive or repeated contact, especially when an issue has already been addressed may prevent staff from teaching and/or supporting students. To support staff and students, further communication may be limited or cease once a concern has been addressed.
- Staff cannot be contacted or interrupted during lesson times.
- All communications should be directed via the school office or email.
- Emergency matters will be dealt with appropriately and separately.
- If the tone or content of any communication is abusive or inappropriate, the school may cease further contact.

5. Communications Plans

In line with DfE guidance, where communication becomes overly complex, persistent, or repetitive, we may implement a formal communications plan. This will set clear expectations for both parties, including how and when communication will occur, to help manage concerns effectively.

6. Political Neutrality

Allerton Grange supports thoughtful debate and critical thinking. However, as required by the Education Act (1996), the promotion of political ideologies or symbols is not permitted. Lessons, the school environment and school events must remain non-partisan and inclusive of all views.

7. Legal Framework

This policy is underpinned by key statutory legislation, which includes, but is not limited to:

- The Education Act 2011
- The Education Act 1996
- The Children Act 2004
- The Equality Act 2010
- The Data Protection Act 2018 (incorporating the General Data Protection Regulation - GDPR)
- The Human Rights Act 1998

7.1 Malicious Communications Act 1988

It is a criminal offence under this law to send communications—whether written, verbal, or digital—that are threatening, intentionally misleading, grossly offensive, or indecent, where the intent is to cause distress or anxiety. Offenders may face a fine or up to six months' imprisonment.

7.2 Protection from Harassment Act 1997

This legislation makes it unlawful to engage in a repeated course of conduct that may be interpreted as harassment. It also covers efforts to pressure someone into acting against their will. Online abuse or sustained negative contact (including trolling or cyberbullying) may also fall under this law, which carries penalties of up to five years' imprisonment in severe cases.

7.3 Defamation Act 2013

This Act provides legal recourse against individuals who publish false statements—spoken or written—that seriously damage the reputation of the school or its employees. This includes defamatory content shared via social media or public forums.

7.4 Equality Act 2010

The law prohibits discrimination, harassment, or victimisation based on protected characteristics such as age, gender, race, disability, religion, and others. Any form of conduct that breaches these protections may result in legal action.

7.5 Data Protection Act 2018 (including GDPR)

Allerton Grange School is required to uphold the confidentiality and integrity of personal data relating to students, families, and staff. This includes lawful collection, storage, and handling of information. Breaches may lead to serious legal consequences.

7.6 Human Rights Act 1998

This law protects essential rights such as freedom of expression, the right to privacy, and protection from discrimination. These rights are upheld within the context of ensuring the safety, learning, and wellbeing of students and staff.

The school guidance from the Department for Education (DfE), such as the publication *Keeping Children Safe in Education*.

8. Related Policies

This Communications Policy is consistent with and supported by several other key policies, including:

- Child Protection and Safeguarding Policy
- Complaints Policy
- Equality, Diversity and Inclusion Policy
- Health and Safety Policy
- Online Safety and Acceptable Use Policy
- [Allerton Grange Home School Agreement](#)

9. Responsible Use of Social Media

We expect all stakeholders to engage with social media in a responsible and respectful manner. Posting harmful or defamatory content, engaging in online harassment, or spreading misinformation about the school or its staff may result in legal action or communication restrictions. Staff must not be contacted via any form of social media.

Allerton Grange will respond to incidents of misconduct proportionately and may implement the following actions based on the severity of the situation:

- **Abusive Phone Calls:** Calls that involve hostility or threats will be ended immediately.
- **Inappropriate Emails or Messages:** Staff are not obliged to respond to communications that are aggressive, offensive, or unreasonably demanding.

- **Site Access Restrictions:** Under Section 547 of the Education Act 1996, individuals causing disruption on school premises may be removed or banned.
- **Police Involvement:** Serious incidents, including threats or physical aggression, will be reported to the police to ensure safety.

10. Support During Meetings

Parents and carers may bring a support person to school meetings if agreed in advance. This individual may offer emotional support but must not speak on behalf of the parent/carer. If the support person disrupts the meeting, they may be asked to leave, and the meeting may be rescheduled or ended. AGS staff do not consent to being recorded during meetings or calls and may end the conversation if they become aware of recording.

11. Handling Complaints

A complaint made about a staff member does not automatically mean they will be excluded from future contact, unless such contact would compromise the complaint process. Complaints are managed in accordance with our published Complaints Policy.

12. Parental Expectations

- Adults are expected to set a good example to children at all times, showing them how to get along with all members of the school and the wider community
- No members of staff, parents or children should be subjected to abusive behaviour or threats from other adults on the school premises
- There will be no tolerance of physical attacks or threatening behaviour, abusive or insulting language, whether verbal or written, to staff, governors, parents and carers, children and other users of the school premises. Any such behaviour will result in withdrawal of permission to be on school premises
- Any parent who is asked to leave the school premises will have the right to appeal the decision by writing to the Chair of Governors

Please note that incidents of rudeness will be logged with governors and senior leadership team.

12.1 Persons Causing Nuisance / Disturbance on School Premises Section 547 of the Education Act 1996

School premises are private property and parents have been granted permission from the school to be on school premises. However, in case of abuse or threats to staff, pupils or other parents, school may ban parents from entering school.

It is also an offence under section 547 of the Education Act 1996 for any person (including a parent) to cause a nuisance or disturbance on school premises. The police may be called to assist in removing the person concerned.

School is not responsible for organising arrangements for children in the above circumstances. Parents will need to provide alternative arrangements for bringing children into school.

12.2 Inappropriate use of Social Networking Sites

The Governing Body of Allerton Grange School considers this sort of use, of social media websites, unacceptable. It is not in the best interests of the children or the whole school community.

In the event that any pupil or parent/carer, of a child/ren being educated at Allerton Grange School, is found to be posting libellous or defamatory comments on Facebook or other social network sites, they will be reported to the appropriate 'report abuse' section of the network. All social network sites have clear rules about the content which can be posted on its site and they provide robust mechanisms to report contact or activity which breaches this. The school will also expect that any parent/carer or pupil removes such comments immediately.

In serious cases the school will also consider its legal options to deal with any such misuse of social networking and other sites. Additionally, and perhaps more importantly, is the issue of cyber bullying and the use by one child, or a parent, to publicly humiliate another by inappropriate social network entry. We will take, and deal with, this as a serious incident of school bullying. Thankfully such incidents are extremely rare.

12.3 Unacceptable behaviour may result in the Police being informed.

The school reserves the right to take any necessary actions to ensure that members of the school community are not subjected to abuse.

Parents have the right of appeal by writing to the Chair of Governors, within ten days of their permission to enter the school premises being withdrawn.

12.4 Responsibilities

It is the responsibility of the Head teacher and Governors to monitor and annually review this Parental Behaviour Policy.

12.5 Procedure to address inappropriate behaviour by adults on the school site

At Allerton Grange School, we operate a 'zero tolerance' of inappropriate** behaviour anywhere on the school site.

**Inappropriate behaviour means disrespectful conduct towards people or property within the school site.

All staff and governors agree that any adult found to be using inappropriate behaviour towards other adults or children should be dealt with using the following steps:

An adult approaches another child	The adult will be spoken to immediately and the issue investigated by a school leader. This will be reported to the Headteacher and recorded. The adult will receive a warning letter.
A parent approaches another parent	The parent should report this to a member of staff or a school leader. The offending parent/s will be spoken to as soon as possible after the incident and reminded that we have a zero tolerance of inappropriate behaviour. A letter will be given to the parent/s. This warns a parent that if it recurs they could be banned from the school site under section 547 of the Education Act 1996.
A parent approaches a member of staff	This should be reported immediately to a member of the Senior Leadership Team. This will be investigated as soon as possible and the member of staff will be informed of the action taken. The parent/adult will be spoken to and given a warning letter. This warns a parent/s that if it recurs they could be banned from the school site under section 547 of the Education Act 1996.
Recurring inappropriate behaviour	If a parent/s continues to use inappropriate behaviour, they will be referred to the Policy for Parental Behaviour. This indicates how antisocial behaviour, when not corrected, can lead to interviews with the HT and Governors. This can then lead to a ban from the school site under section 547 of the Education Act 1996

Depending on the circumstances of the individual incident, these procedural steps may be amended at the discretion of the governing body. Where the circumstances are considered sufficiently serious, the school reserves the right to go straight to a ban.

13. Parent and Carer Communication with the Headteacher and School Leadership

At Allerton Grange School, we are committed to fostering strong, constructive relationships with our parent and carer community. We recognise the importance of open communication and welcome engagement that supports the educational experience and wellbeing of our students.

Given the scale and complexity of leading one of the largest secondary schools in the city, it is essential that requests for meetings with the Headteacher or members of the Senior Leadership Team (SLT) are managed in a way that ensures both responsiveness and operational efficiency.

To that end, the following procedure is in place:

Initial Contact: As per our [Communications Policy](#), if you have a question, concern or feedback, the first point of contact should be your child's **Form Tutor, Head of Year, or Key Stage Manager/Leader**. These staff know your child well and are best placed to help resolve concerns quickly.

If after this your concern is not resolved to your satisfaction, please email the **Headteacher's PA** (beverleymanfredi@allertongrange.com). In your message, give a short summary of the issue or topic you would like to discuss so we can ensure the right leadership member responds as soon as possible.

Purpose of Preliminary Information: This initial step enables the school to:

- Understand the nature and context of the request
- Identify the most appropriate member(s) of staff to attend the meeting
- Ensure that any necessary background information is available in advance
- Respond in a timely and informed manner

This approach allows senior leaders to manage their time effectively while ensuring that parental concerns are addressed with the appropriate level of attention and expertise.

We appreciate the continued support of our parent and carer community and remain committed to maintaining open, respectful, and purposeful dialogue.