

Excessive Parental Contact/Unacceptable Behaviour/Vexatious Communications

Introduction

- We are a school of over 1100 children - all with individual needs
- We have a duty of care to support all pupils - in addition to a wide range of statutory responsibilities
- Similar to many organisations there is finite capacity and limited resources
- As a school we need to ensure that our resources are used effectively

Excessive Parental Contact

We, politely, ask parents/carers to understand that we do not always have the capacity to engage in excessive communications.

Please note:

- We are committed to working positively with home to deal with issues or concerns that arise
- If we are to enable staff to carry out their roles effectively (i.e. support all pupils) it is problematic when individual parents/carers demand a disproportionate or unreasonable amount of time e.g. through excessive emails, phone calls or meetings
- In instances where we deem that excessive contact is detrimental (i.e. in respect to our duties to support **all** pupils) we will make a decision in terms of how communications are managed
- If leaders consider that the academy has given a reasonable amount of time to address an individual issue or concern, **we will not always** engage in further communication regarding those issues (i.e. to which we have already responded)
- When the school judges email correspondence to be excessive, the school reserves the right to:
 - cease communication
 - limit replies to a repeat of key messages already shared
 - arrange an alternative method of communication
 - set out a plan for a reasonable/manageable schedule of contact
- Following reasonable attempts by the school to arrange a meeting at a mutually convenient time, or if a meeting is refused, then communication on this issue will cease.
- In circumstances where the school has listened to the request of a stakeholder (i.e. parent), considered the request, and shared the outcome of this with the stakeholder, should the stakeholder continue to repeat or labour the same request, school reserves the right to cease communication or to limit the reply with a repeat of key messages already shared;

Unacceptable Behaviour

As mentioned earlier we are committed to working positively with home to deal with issues or concerns that arise. However, we have a duty to ensure that parents/carers communicate appropriately with members of staff. Thus:

- If parents/carers are rude, abusive or speak in an inappropriate tone over the telephone, our staff will politely end the call
- If an email is rude or inappropriate in tone, we reserve the right not to reply, or this may be escalated to a member of the Senior Leadership Team
- If parents/carers are rude, abusive, or speak in an inappropriate tone during a face-to-face meeting, or a virtual meeting, our staff will terminate the meeting immediately

- In situations where staff feel that they have been misquoted or misrepresented, we reserve the right to limit contact to written communications. This is entirely at the discretion of the school.

Vexatious Communications

If any member of staff receives what is deemed to be a vexatious communication this will be referred to the Principal who will take advice on how to proceed.

Please note that any emergency situations will be dealt with separately.