

Parent Communication Policy

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Contents

1. Purpose and scope	2
2. Our expectations of parents and carers	2
3. Behaviour that will not be tolerated	3
4. Breaching the code of conduct.....	3

1. Purpose and scope

At The Henry Beaufort School, we believe it's important to:

- Work in partnership with parents to support their child's learning
- Create a safe, respectful, and inclusive environment for students, staff, and parents.
- Model appropriate behaviour for our students at all times

To help us do this, we set clear expectations and guidelines on behaviour for all members of our community. This includes staff (through the staff code of conduct) and students (through our behaviour policy).

This code of conduct aims to help the school work together with parents by setting guidelines on appropriate behaviour.

We use the term 'parents' to refer to:

- Anyone with parental responsibility for a student
- Anyone who engages with our school community as part of a student's family.

2. Our expectations of parents and carers

We expect parents, carers, and other visitors to:

- Respect the ethos, vision, and values of our school
- Work together with staff in the best interests of our students
- Treat all members of the school community with respect – setting a good example with speech and language and behaviour
- Seek a peaceful solution to all issues.
- Support in correcting their own child's behaviour, where it could lead to conflict, aggression, or unsafe conduct
- Approach the right member of school staff to help resolve any issues of concern
- Respect the school's commitment to respond within 3 working days, unless it relates to a safeguarding concern.



3. Behaviour that will not be tolerated when communicating with school staff, on our school site or at events where the school is being represented

- Disrupting, or threatening to disrupt, school operations (including events on the school grounds and sports team matches)
- Swearing, or using offensive language
- Harassment, intimidation, or making false accusations against staff
- Displaying a temper, or shouting at members of staff, students, or other parents
- Threatening another member of the school community
- Sending abusive messages to another member of the school community, including via text, email, or social media
- Posting defamatory, offensive, or derogatory comments about the school, its staff, or any member of its community, on social media platforms
- Use of physical punishment against your child while on school premises
- Any aggressive behaviour (including verbally or in writing) towards another child or adult
- Disciplining another person's child
- Persistent and unsolicited communication that takes up a disproportionate amount of staff time

4. Breaching the code of conduct

If the school suspects, or becomes aware, that a parent has breached the code of conduct, the school will gather information from those involved and speak to the parent about the incident.

Depending on the nature of the incident, the school may then:

- Contact the appropriate authorities (in cases of criminal behaviour)
- Seek advice from the local authority's legal team regarding further action (in cases of conduct that may be libellous or slanderous)
- Send a warning letter to the parent
- Ban the parent from the school site (only as a last resort and if the parents coming on to the school site poses a threat to members of the school community).

The school will always respond to an incident in a proportional way. The final decision for how to respond to breaches of the code of conduct rests with the Headteacher

The Headteacher will consult the Chair of Governors before banning a parent from the school site.

5. Communication and Responsibilities Regarding Separated Parents

Research and experience have shown that separated parents can become particularly estranged, especially during the initial stages of the split. This is often traumatic for any children concerned and unfortunately these personal family problems can have an impact on the schools the children attend.

Our aim is to minimise any impact and to clarify to all parties what is expected from separated parents and what can be expected from the school and its staff.

Parents as defined above are entitled to share in the decisions that are made about their child and to be treated equally by schools. These entitlements include:

- Appeal against admission decisions.



- Ofsted and school-based questionnaires.
- Participate in any suspension procedure.
- Attend parent meetings/school events.
- Have access to school records and receive copies of school reports, newsletters, invitations to school events, school photographs relating to their child and information about school trips.

The Henry Beaufort School recognise that while the parents of some students may be divorced or estranged, they are entitled to the above, and this entitlement cannot be restricted without a specific court order. In particular, the school does not have the power to act on the request of one parent to restrict the other.

The information provided to the school when the child was enrolled detailing whether parents have parental responsibility for the child will be presumed to be correct unless a court order or an original birth certificate proving otherwise is presented to the school. Similarly, the information provided on the address(es) where the child resides will be presumed to be correct unless a court order proving otherwise is presented to the school.

Our aim is to promote the best interests of the child, working in partnership with both parents unless otherwise directed by a court order. Upon receipt of any court order restricting access to a parent, the school retains the right to consult the Local Authority before taking immediate action. The school is only obliged to comply with a Court Order if it is properly notified and has received a copy for its files, and only to the extent that it relates to the school. The school also has no responsibility for enforcing any court order. If the school is not informed of the existence of such an order, neither parent will have rights superior to the other.

Parents are encouraged to resolve contact issues without involving the school directly. The interests of the child will always be paramount when deciding whether to accommodate a request from an estranged parent. The school cannot and will not 'take sides' or act as an intermediary between parents who do not communicate with each other.

It is the responsibility of the parents to inform school when there is a change in family circumstances. The school needs to be kept up to date with contact details, arrangements for collecting children and emergencies. We encourage parents to tell us at an early stage if there is a change in family circumstances. Whenever possible, staff will be informed of such changes so that suitable support can be offered. We will, however, recognise the sensitivity of some situations and maintain the level of confidentiality requested by parents as far as possible.

We will hold one parents' evening appointment per child, where all parents are welcome. We would expect parents to communicate with each other regarding these arrangements. The school will only consider separate appointments if there is a court order in place restricting parents attending the same appointment.

All written correspondence from school to parents including email regarding the child will be copied to both parents. We expect that parents should liaise and communicate directly with each other in matters such as the ordering of school photographs; tickets for performances and other instances (unless you have informed the school that this is impossible).

All parents have the right to receive progress reports and review student records of their children. Parents who are separated or divorced, will receive copies of their child/ren's progress reports if school has been informed.

In the event that the parents are unable to agree with one another on decisions regarding their child's education, including but not limited to placement, participation in extracurricular activities, and consent to SEN evaluation and services, the school will arrange a meeting for all parents (preferably together or separately if required) to attempt to assist the parents to resolve the situation and if it cannot be resolved may refer the matter to the relevant department of the Local Authority.

All parents are recommended to use the school's website on a regular basis; it contains all back dated newsletters/information updates and a range of information and links.

Any parent who requires further clarification on this policy should contact the school and arrange an appointment with the Headteacher.

This policy is linked to: The Complaints Procedure, The Positive Behaviour Management policy and The Safeguarding Policy.