



# PINNER HIGH SCHOOL

Policy	Positive Communication Policy
Date of Review	June 2024
Reviewed By	Head of Operations
Date of Approval	22 June 2024
Approved By	Headteacher
Date of Next Review	June 2027
Statutory/Non Statutory	Non Statutory
Website/Non Website	Website

---

---

Inspiring Learning





## Introduction

At Pinner High School we strive to build strong relationships with parents and carers. This helps create a stimulating, happy and safe learning environment which continues from school to home and the wider community, providing all our pupils with the opportunity to achieve their personal best. The trust, support and cooperation of our parents and carers is fundamental to the continued success of our school.

Our staff come to work to educate and support our pupils and we believe it is important for everyone involved with school life to communicate in a respectful and constructive manner. Our staff have the right to work without fear of intimidation, abuse or violence.

This policy outlines the manner in which everyone is expected to act in person, online, by telephone and in writing. It also sets out types of behaviour which will not be tolerated.

## Positive Communication

All employees of Pinner High School are expected to

- demonstrate the highest possible professional standards
- deal with all pupils fairly and consistently
- communicate with all parents and carers respectfully and constructively
- comply with safeguarding requirements
- uphold the professional integrity of the school and teaching profession

All parents and carers are expected to

- Support the ethos of the school by setting a good example of positive communication by always being respectful and constructive
- Refrain from communicating in a manner which is, or could be perceived to be, intimidating, abusive or threatening
- Work constructively with staff to
  - resolve any issues of concern in order to bring about a positive resolution
  - support their child's behaviour, understanding and accepting that a behaviour policy is fundamental and necessary to a safe and purposeful learning environment and is applicable to all pupils
  - where necessary meet or speak by telephone with staff at mutually convenient times, and not expect to meet or speak by telephone to staff without a prior appointment. We will always try to accommodate a meeting or phone call in a timely fashion, subject to our teaching and other commitments.



- o expect a timely response to email communications and telephone calls but acknowledging that staff are not expected to check or reply to emails or phone calls outside of normal working hours
- o although we will usually respond much more quickly, we aim to acknowledge emails and telephone calls no later than within 2 working days and to respond substantively no later than within 10 working days
- o refrain from unfair or unsubstantiated discussion of school matters, and especially confidential or potentially sensitive matters, on social media platforms and other public forums

### Negative Communication

Where the standards of positive communication outlined above are not met, our staff are entitled to take the following steps

- if a telephone call is rude, abusive, intimidating, threatening or otherwise inappropriate, we reserve the right for our staff to politely end the telephone call
- if an email is rude, abusive, intimidating, threatening or otherwise inappropriate, we reserve the right for our staff not to reply
- if conduct in a meeting is rude, abusive, intimidating, threatening or otherwise inappropriate, we reserve the right for our staff to terminate the meeting
- in circumstances where communications become vexatious or excessive, we reserve the right for our staff to cease communication

In these scenarios, our staff member will

- report the negative communication to their line manager and/or a member of the senior leadership team
- send the parent or carer a copy of this policy to reiterate our expectations with regard to positive communication and rights with regard to negative communication

Nothing in this policy affects the right of parents and carers to make a formal complaint. Our Complaints Policy is available on the school website or in hard copy from the Headteacher's PA. Once the school has received notice of a formal complaint about a matter, the issues around the complaint can no longer be discussed outside of the formal complaints procedure, unless it is in a way to find an informal or early resolution of the complaint.

**Pinner High School**  
**June 2024**