



## Stakeholder Communication Protocol

### Rationale

- We believe staff, parents and children are entitled to an effective and safe way of communication.
- We believe that issues/incidents/concerns are dealt with in a calm, polite and efficient manner.
- We believe that behaviour which causes harassment, harm or distress to members of the academy community is unacceptable.
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### Aims

- That all members of the academy community treat each other with respect.
- That adults set a good example to young people at all times, showing them how to get along with all members of the academy and the wider community.
- The academy will endeavour to respond to communication by the end of the next working day.
- Internal communication should respect and protect colleagues working preferences and wellbeing.

### Expectations

- That no members of staff, parents or children are the victims of abusive behaviour or open to threats from other adults.
- The academy can only communicate information about a child to an adult registered on the academy's MIS as holding legal parental responsibility.

#### **Expectations - Phone Conversations**

- The academy will return requests for phone calls as soon as possible including advising the caller the earliest that response is likely to be.
- If the academy needs to leave a message on an answering service it will not relay any confidential or detailed information.
- All parties will speak to each other in a calm, polite manner.
- The academy will confirm that they are speaking to an adult who holds legal parental responsibility.
- If a telephone conversation does not meet these expectations, it will be drawn to a conclusion.
- If this is the case, parents will be invited into academy to endeavour to resolve the issue. Staff may prefer to hold the meeting with a colleague present.
- The academy may record phone calls for training, security and safeguarding purposes.

#### **Expectations – Meetings**

- All parties will speak to each other in a calm, polite manner.
- The academy will endeavour to resolve/address the concerns that are raised.
- The meeting will be convened as soon as all parties are available.
- An interpreter may be provided by the academy at certain times, otherwise families should provide their own interpreters if needed. Students should not interpret in meetings for their parents.
- At the end of the meeting action points will be agreed and shared.
- If a meeting does not meet these expectations the meeting will be curtailed. It will be reconvened when both parties are content for this to happen or an alternative form of communication will be adopted



### **Expectations – External Emails**

- Some parties prefer email correspondence. Where this has been requested all parties will communicate to each other in a succinct and polite manner.
- Emails are an easily accessible form of communication but emails should not have a high volume and will be responded to at a reasonable time of day.
- If an email conversation does not meet these expectations, it will be drawn to a conclusion.
- If this is the case, parents will be invited into academy to endeavour to resolve the issue.

### **Internal Emails**

- We will respect and understand colleagues different working hours and patterns.
- Emails sent between the hours of 1700 and 0800 should not require a response in that time frame.
- However, we do expect colleagues to check their email before the start of the school day.
- Only the Headteacher, Senior Team and the admin team can send a whole staff email. More general notices should be communicated through the staff bulletin.
- All emails will be concise, polite, purposeful and professional, remembering your potential audience.
- Colleagues will not 'reply all' unless necessary. Our advice would be to change your settings to 'reply' only.

### **Expectations - Text Messaging**

- Text messages are mainly used for relaying general information to a wider body of parents.
- Text messages will be used where the communication is urgent.
- Text messages from the academy to individuals will be brief, contain no confidential information and may accompany a request to contact the academy by other means.

### **Safeguards**

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

Academy premises are private property and parents have been granted permission from the academy to be on academy premises.

It is also an offence under section 547 of the Education Act 1997 for any person (including a parent) to cause a nuisance or disturbance on academy premises.

Therefore: -

- Identified unacceptable behaviour will not be tolerated and will result in withdrawal of permission to be on academy premises and/or limiting communication to formal letters.
- Unacceptable incidents will be logged.
- Unacceptable behaviour may result in the Police being informed.
- The academy is not responsible for organising arrangements for children in the above circumstances. Parents will need to provide alternative arrangements for bringing children into the academy.

### **Definitions**

The academy will follow the guidelines of other organisations who have identified these behaviours as unacceptable: -

- Shouting, either in person or over the telephone.



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- Inappropriate posting on Social Networking sites deemed as bullying.
- Speaking in an aggressive/threatening tone.
- Physically intimidating, e.g. standing very close.
- The use of aggressive hand gestures/exaggerated movements.
- Physical threats, spitting, racist or sexist comments.
- Shaking or holding a fist towards another person.
- Swearing, pushing, hitting e.g. slapping, punching or kicking.