La Houguette Primary School

Happy Learning Partnership

Managing Abusive and Aggressive Communications Policy











1. Purpose and Rationale

The continued success of the **Happy Learning Partnership** is built on a commitment to ensuring the best possible outcomes for all our children. We believe all members of our community are entitled to a safe and protective environment.

Education premises are private property, and while we welcome visitors, this permission is granted by the school and can be withdrawn. Behaviour that causes harassment, alarm, or distress is contrary to our aims and will be managed according to this policy.

2. Our Mutual Commitments

At **La Houguette Primary School**, we operate on a foundation of trust and mutual respect.

What the School Will Do	**What We Expect from Parents & Carers**
Listen carefully and respond respectfully to concerns.	**Communicate concerns** respectfully and accurately.
Outline required actions and provide updates on progress.	**Allow time** for the school to investigate and respond.
Model positive relationships as a "Rights Respecting School".	**Work in partnership** to reach resolutions and support school policies.

Acknowledge and listen to updates provided by parents.	**Acknowledge past support** and interventions made by the school.

3. Defining Unacceptable Behaviour

The school will not tolerate any behavior that makes staff, parents, or children victims of abuse or aggression. This includes:

- **Verbal & Written Abuse:** Shouting, swearing, or using an aggressive/threatening tone in person, over the phone, or in writing.
- **Physical Aggression:** Physical intimidation (standing too close), aggressive gestures, shaking fists, pushing, hitting, or spitting.
- **Discriminatory Conduct:** Any targeted comments regarding age, sex, race, religion, disability, sexuality, or gender.
- **Social Media Misuse:** Posting allegations or defamatory content on social networking sites.
- **Operational Interference:** Disciplining a child who is not your own or ignoring school protocols and staff instructions.

4. Managing Vexatious and Repetitive Complaints

We will always listen to and seek to address concerns. However, communication may be deemed "vexatious" or "persistent" if it hinders the school's ability to focus on the education and wellbeing of its pupils. This includes:

- Refusing to accept the outcome of a resolution after the process has been exhausted.
- Making repetitive complaints on the same issue with no new information.
- An excessive volume of correspondence that places an unreasonable demand on staff time.
- Harassing or obsessive pursuit of a complaint designed to cause distress.

In these cases, the Headteacher reserves the right to limit the frequency of contact or designate a single point of contact for the parent.

5. The Resolution Framework

If a parent or carer breaches these expectations, the school will take necessary actions to ensure the community is protected.

1. **Logging & Discussion:** The incident is logged with the Headteacher, who will discuss the matter with the parent or delegate this to a senior leader.
2. **Formal Warning:** The school may issue a formal verbal or written warning regarding the behaviour.
3. **Communication Restrictions:** The Headteacher may cease all verbal communication and only engage in written contact concerning the child's attainment and wellbeing.

4. **Reporting:** The school may inform a senior member of the Education Department or the Education Committee.

6. Site Bans and Legal Action

For severe or persistent breaches, the school may impose a **fixed-term ban** from the premises.

- **Parental Responsibility:** Parents are responsible for arranging alternative drop-off/collection for their children during a ban.

- **Continued Contact:** The school will maintain necessary contact via telephone or email until the ban is lifted.

- **Police Involvement:** Threatening behaviour or physical attacks will be reported to the Police.

7. Right of Appeal

Parents have the right to appeal a withdrawal of permission to enter the premises. This must be done by writing to **Education Services** within **ten days** of the ban being issued.

Review Date: February 2026 **Responsibility:** Headteacher