Richard Lander School

Mutual Respect Policy

Policy Effective From: September 2026

Responsibility: Head/Assistant Head/Deputy

Reviewed and monitored by: Head/Assistant Head/Deputy Head/Attendance and Welfare Liaison Officer/ Governing Body

Review Date: September 2027

General Statement

At Richard Lander School, we are proud of the collaborative relationships we have with our parent body. We welcome positive and constructive communication between school and home.

However, on the very rare occasion that this is not the case, the school has procedures in place to address this.

Introduction

All staff at Richard Lander School have a right to work in a safe and positive school environment. Staff should not be subject to unreasonable and repeated criticism. Nor should they be subject to abuse, threats or violence.

Such behaviour will receive swift response, either from a member of the school's Senior Leadership Team, the Governing Body and Local Authority Legal Advisor, depending on the incident or circumstance.

If parental behaviour toward a member of staff is deemed to be unreasonable, the school may take the decision to ban any further communication with that member of staff. If unreasonable parental behaviour persists beyond this, the school may take the decision to ban communication with all school staff except one nominated member of the school's Senior Leadership Team, which include the Headteacher.

There may be occasion when the school deems it appropriate for all further communication to be made in writing, which will provide a more formal framework and give clarity regarding complaint and tone. In such cases, parents will be informed that no further communication will be taken by telephone or in meetings, and any exception to this will be witnessed and recorded.

In circumstances where behaviour is deemed to be extreme or threatening, the Headteacher will liaise with the Governing Body, which may take away the right of a parent to come onto school premises. It may also take the decision to involve legal or police support.

Respect for the School's Policies and Procedures

If a parent takes issue with a school policy or procedure, including sanctions given for unacceptable behaviour, then they should register that complaint in accordance with the school's Complaints Policy.

Coming onto the school site

Parents should not come into school other than by the main entrance and should not approach staff in their classrooms or the staffroom. This is important too as part of our safeguarding procedures, to keep all students safe.

If parents wish to make an appointment to see a member of staff, they should book this in advance, either via e-mail or by telephone, to the school reception.

Staff Responsibility

Staff are expected to consistently demonstrate high professional standards in any communication with parents. There will be times when a difference of view is apparent. This should be managed in a professional manner and passed on to a more senior colleague if there is little sign of a reasonable resolution.

If a parent believes a member of staff has been rude or disrespectful in communication with them, they have a right to make representation to the Headteacher about this (and if it is about the Headteacher, to the Chair of Governors).