

CONSTRUCTIVE PARTNERSHIP PROCEDURE 2024-2025

Approved by FGB on	18 th September 2024
Responsible Officer:	R Lawrence
Date of next review:	November 2025 or as deemed appropriate

At Comberton Village College, our core values are that we want all our pupils to become caring, confident, capable members of our community. To support these values, we seek positive and constructive partnerships with all members of the public, including parents, carers and other stakeholders. We will not tolerate abusive or inappropriate behaviour towards our staff. Furthermore, in order to support the wellbeing of our staff, we have an expectation that members of the public demonstrate the levels of courtesy and reasonableness that characterise all communication within and beyond our school. Unfortunately, there may be occasions when members of the public behave in an unreasonable manner when contacting the school. In these circumstances, the school may take action in accordance with this procedure.

When members of the public phone, email, meet via Teams or meet a member of staff in person, they must:

- a) treat our staff with courtesy and respect
- b) respect the needs and well-being of pupils and staff in the school
- c) avoid any use, or threatened use, of violence to people or property
- d) avoid any aggression or verbal abuse
- e) recognize the time constraints under which members of staff in schools work and allow the school a reasonable time when requesting responses from staff
- f) recognize that resolving a specific problem can sometimes take some time
- g) avoid discussion of issues pertinent to the school or its staff publicly on social media

For the purpose of this procedure, an unreasonable or abusive member of the public is someone outside the organisation who communicates to staff in what is deemed to be an unreasonable way and / or in an abusive (verbal or physical) manner. Such behaviour may be particularly characterised by:

- h) actions which are obsessive, persistent, harassing, prolific, repetitious.
- i) prolific correspondence or excessive e-mail or telephone contact.
- j) an insistence upon using abusive language towards a member of staff.
- k) an insistence upon pursuing wishes in an unreasonable manner.
- l) giving unwanted contact to a member of staff on social media.

If any of the above behaviours are observed, the following actions take place, escalating through each stage if the behaviour is not modified / worsens.

Stage 1: A Senior Leader reiterates our expectations by phone, email or in person to the member of the public (and gives a copy of this procedure, if necessary).

Stage 2: The Principal informs the member of the public in writing that his/her behaviour is considered to be unreasonable / unacceptable and, if it is not modified, action may be taken in accordance with this procedure.

Stage 3: The school informs the member of the public in writing that all communication must take place through a clearly defined communication method. This could be a specific email address, for example, or telephone calls made at specified times of the day to an identified member of staff. Any communications outside of this will be ignored.

Stage 4: The Principal may consider using their rights to limit or deny a complainant access to the school site.

Stage 5: If a member of the public attempts to disregard this procedure, the Chair of Governors may write to inform him/her that the procedure has been exhausted, that continued correspondence is malicious and that the College will not respond to any further correspondence.

Comberton Village College is guided by a number of policies ratified by The Cam Academy Trust. Guidance for anyone outside our organization wishing to voice a concern or make a complaint about anything relating to procedures or staff at Comberton Village College may be found in the CAM Academy Trust Complaints Policy, which is available here:

<https://www.catrust.co.uk/key-information/policies>ge 1 of 1