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### CONSTRUCTIVE PARTNERSHIP POLICY

<b>Committee</b>	Teaching and Learning Committee
<b>Approved by FGB on</b>	6 <sup>th</sup> December 2023
<b>Responsible Officer:</b>	R Lawrence
<b>Date of next review:</b>	November 2024 or as deemed appropriate

1.1 At Comberton Village College, we seek positive and constructive partnerships with all parents, carers and other stakeholders. There is an expectation that parents, carers and other stakeholders and the school demonstrate the levels of courtesy and reasonableness that characterise all communication between the school and its stakeholders.

1.2 Unfortunately, there may be occasions when parents, carers and other stakeholders behave in an unreasonable manner when contacting the school. In these circumstances, the school may take action in accordance with this policy.

1.3 We expect all parents, carers and other stakeholders who contact the school or attend the premises in person to:

- a) treat all school 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

1.4 For the purpose of this policy, 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:

- a) actions which are obsessive, persistent, harassing, prolific, repetitious.
- b) prolific correspondence or excessive e-mail or telephone contact.
- c) an insistence upon using abusive language towards a member of staff.
- d) an insistence upon pursuing wishes in an unreasonable manner.

1.5 The Principal will inform the member of the public in writing that his/her behaviour is considered to be becoming unreasonable/unacceptable and, if it is not modified, action may be taken in accordance with this policy.

1.6 If the behaviour is not modified, the school will inform 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.

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

1.8 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.