



# Parental Engagement Policy

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| <b>School Division:</b> | Whole School   |
| <b>Policy Division:</b> | General        |
| <b>Policy Owner:</b>    | Principal      |
| <b>Date:</b>            | September 2025 |
| <b>Review Date:</b>     | September 2026 |

## Contents

1. Introduction
2. Expectations
3. Unacceptable and unreasonable behaviour
4. Consequences unacceptable/unreasonable behaviour
5. Links with other policies

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## 1. Introduction

Claremont School values the relationship between itself, parents and students, as one of the key strengths of the school. Overwhelmingly these relationships are positive, and are fundamental foundations to outstanding student outcomes. This policy aims to highlight interactions between parents, (to include all adults who have parental responsibility for a child or are otherwise caring for them or appointed to liaise with the school about them) that the school deem unacceptable or unreasonable,. Whilst such instances are incredibly rare, they can have a significant impact on the wellbeing of the school community as a whole, and will not be tolerated. Claremont School will take action to protect staff from such behaviour.. This policy should be read along with the Parent Contract.

Claremont School is committed to providing the best teaching, boarding and pastoral care it can for its students. We recognise that there may be instances where persons may wish to raise a complaint about the school. Claremont has a complaints policy that addresses the methods of raising a complaint, both formally and informally in adherence to the Independent School's Standards. This can be found [HERE](#).

This policy sets out our expectations around parental behaviour and conduct, and the approach that will be taken to: (i) unreasonable behaviour that is detrimental to the school community, and/or compromises the school's ability to fulfil its educational obligations.

## 2. Expectations

Claremont School expects parents to engage with the school in a respectful and collaborative manner and for all forms of communication (whether direct/indirect, online on the phone or in person) between parents and staff to be cordial, courteous and reasonable (in terms of tone,

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content and volume) . Communications may be face to face, at various parent events, on the phone or over email.

**Parents shall be expected to:**

- support the ethos, vision and values of the school;
- work with staff in a cooperative, honest and transparent manner, having the interests of students at the heart;
- communicate with all staff in a respectful and cooperative manner;
- accept that students are subject to and expected to adhere to school policies;
- accept the authority of the Principal and of other members of staff;
- respect that staff will endeavour to meet the 24 hour response commitment but responses to non-routine queries or complex matters may take longer;
- understand the teacher's workload, timetable, and ability to respond;
- respect the hours of the school day / week, including weekends, and holidays;
- direct communication to the most appropriate member of staff, and avoid copying in additional or inappropriate persons;
- ensure communications are appropriate in terms of length, content, volume and tone;
- never engage in any behaviour or conduct that could reasonably be considered abusive, aggressive, offensive, threatening or derogatory towards staff or members of the school community (this includes conduct/behaviour in person, or online, for example on social media platforms);
- never make malicious allegations against the school or staff or otherwise engage in conduct that risks the safety, well-being or integrity of the school or school community;
- not partake in unreasonable or unacceptable behaviour towards the school, or an individual(s);
- be open to challenging conversations around student academic, social, emotional and behavioural concerns and approach in a constructive and collaborative spirit; and
- respect the school's policies and procedures, particularly in regard to safeguarding, and behaviour.

**Staff shall be expected to:**

- always prioritise the welfare and wellbeing of Claremont Students.
- commit to the value the school places on the importance of positive parental relationships;
- communicate professionally and reasonably at all times;
- aim to respond to communications within a 24 hour period, where feasible. For complex communications, this may be an initial response, with greater detail to follow;
- respond to communications within school hours;
- encourage, and respond positively to constructive engagement and feedback from parents;
- behave and communicate at all times with respect and courtesy , actively striving to diffuse challenging situations and seek reconciliation, where possible, and in accordance with school policies and procedures (where applicable); and
- seek support from line managers, SLT or ISP where appropriate.

### **3. Unacceptable/unreasonable behaviour**

These are the types of behaviours that Claremont School considers unacceptable and will not tolerate towards any member of the school community (this is an indicative list and not exhaustive):

- shouting or raised voices either in person, or over the telephone;
- physical intimidation, such as standing too close;
- use of threats, either physical or verbal, including vindictive threats of reputational damage;
- use of swear words, or other such derogatory or offensive language;
- any form of physical abuse or inappropriate contact/ touch of another person;
- acts of aggression, such as slamming doors, slapping tables, aggressive pointing, and gesturing;
- use of discriminatory language, particularly in regard to protected characteristics as set out in the Equality Act 2010;
- communications, either verbal or written that are aggressive, offensive, accusatory, vindictive, sarcastic or hostile;
- written or verbal defamation of character, including online; and
- unreasonable communications for example communication that is overwhelmingly frequent, voluminous, or inappropriate in content or tone.

#### **4. Consequences of unacceptable/unreasonable behaviour**

Unacceptable/unreasonable behaviour will be taken seriously and appropriate action taken. If the school becomes aware of possible instances of unacceptable/unreasonable conduct then the school will make enquiries and ordinarily contact the parent to raise the issue. The Principal reserves the right to respond in a manner which they deem appropriate. This may include:

- seeking to resolve the situation through discussion and/or mediation;
- placing restrictions on the interactions the parent/guardian has with the school or certain members of staff;
- restricting access of the parent/guardian to the school premises, either temporarily or permanently; or
- enacting a relevant clause of the parent contract;
- involving relevant authorities;
- calling the police, where conduct is potentially criminal or where safety of students/staff is in danger.

For the avoidance of doubt, in response to any serious incident of aggression or violence, the school will immediately inform the police and other relevant authorities.

In serious or persistent cases of poor behaviour/conduct, the school may consider requiring the removal of the student on the basis of unreasonable parental behaviour. This will be done in accordance with the school's parent contract and any applicable policies in place from time to time.

#### **5. Links with other policies**

- Complaints Policy