



Castle Donington College

Communication with and conduct of parents, carers and visiting adults Policy

Date agreed by the Local Governing Body: July 2026

Date for review: Summer 2028

1. Introduction

Castle Donington College recognises the vital role that parents, carers and visiting adults play in supporting pupils' education, wellbeing, safeguarding, attendance and overall achievement.

The College is committed to working in positive, respectful and constructive partnership with families and the wider community to create a safe, calm and purposeful environment in which all pupils can thrive.

This policy sets out:

- expectations for communication and conduct
- the systems and processes for engagement with the College
- how concerns and complaints will be managed
- how inappropriate conduct will be addressed proportionately

All adults are expected to model the standards of behaviour, communication and respect that the College promotes in its pupils.

2. Purpose of the Policy

This policy aims to:

- establish clear, consistent and transparent expectations
- promote respectful, professional relationships between home and school
- ensure communication supports pupil learning, wellbeing and safeguarding
- protect staff wellbeing and workload through appropriate boundaries
- provide a fair, graduated response to inappropriate behaviour
- support the College in fulfilling its legal and safeguarding duties

3. Scope

This policy applies to:

- all parents and carers
- all adults with parental responsibility
- all visiting adults (including professionals, contractors and volunteers)

It covers **all forms of interaction**, including:

- face-to-face contact (on site or at events)
- telephone communication
- written correspondence
- email and digital platforms
- online and social media activity relating to the College, its staff or pupils

4. Legal and Policy Framework

This policy operates in line with:

- safeguarding legislation and statutory guidance (including *Keeping Children Safe in Education*)
- *Working Together to Safeguard Children*
- *Working Together to Improve School Attendance*
- data protection legislation (UK GDPR)
- the Education Act 1996 (definition of “parent”)
- the College’s legal duty to safeguard pupils and staff

The College reserves the right to restrict access to the site or communications where necessary to fulfil its safeguarding responsibilities, including withdrawing implied permission to enter the premises.

This policy should be read alongside:

- EMET Safeguarding Policy
- CDC Behaviour Policy
- EMET Attendance Policy
- EMET Complaints Policy
- EMET Data Protection Policy

5. Principles Underpinning Communication and Conduct

All communication should be:

- respectful, courteous and professional
- focused on the best interests of pupils
- clear, factual and proportionate
- inclusive and accessible to all families
- conducted through appropriate and agreed channels
- mindful of staff roles, workload and wellbeing

The College will take reasonable steps to ensure communication is accessible, including adapting approaches where required.

6. Expectations of Parents, Carers and Visiting Adults

All adults engaging with the College are expected to:

- treat staff, pupils and other adults with respect
- communicate in a calm, courteous and constructive manner
- follow College systems and procedures
- raise concerns promptly and appropriately
- support the College's expectations for behaviour, attendance and conduct
- model positive behaviour and language

7. Unacceptable Behaviour

It is not possible to provide an exhaustive list of unacceptable behaviour. However, behaviour that will not be tolerated includes, but is not limited to:

- disrupting, or attempting to disrupt, the operation of the College or any College event
- swearing or using offensive, abusive or inappropriate language
- aggressive, threatening or intimidating behaviour
- shouting or displaying uncontrolled anger
- actual or threatened physical aggression
- attending site under the influence of drugs or alcohol
- sending or sharing abusive, threatening, inaccurate, vexatious or defamatory communications
- posting offensive, derogatory or defamatory comments about the College or its staff on social media
- making unfounded, vexatious or malicious allegations
- placing unreasonable demands on staff, including expectations of immediate responses or unscheduled meetings
- unreasonable or vexatious behaviour including persistent or repetitive contact that places disproportionate demands on the College without new or substantive information.
- inappropriately questioning the personal or professional integrity of staff

8. Communication from the College

The College will communicate with parents and carers through established and appropriate channels, including:

- weekly parent bulletins and termly newsletters
- Arbor messages and emails
- formal letters
- the College website
- telephone calls and scheduled meetings
- progress reports and assessment information
- invitations to College events, consultations and parent evenings

Staff will use professional College systems only. Personal telephone numbers, personal email accounts, messaging applications and social media must not be used for College business.

9. Communication from Parents and Carers

Parents and carers should ordinarily contact the College via:

- postroom@cdcollege.uk
- the main reception telephone line: 01332 810528

All communication must be conducted in line with the expectations set out in this policy.

- Parents/carers must not expect unscheduled meetings
- Visitors without appointments will be asked to arrange one
- Exceptions may be made for urgent matters (e.g. safeguarding concerns)

10. Communication Pathways and Escalation

To ensure efficient use of staff time and appropriate handling, all email communication should be sent to postroom@cdcollege.uk

Emails sent to postroom@cdcollege.uk will be triaged and escalated using the following criteria:

Area	First Contact	Escalation
General enquiries	Admin team	Relevant teacher, middle or senior leader
Safeguarding (pupil)	DSL	
Safeguarding (staff)	Principal (for a safeguarding concern regarding the Principal contact the Chair of Governors)	
Behaviour	Form teacher	Head of Year or senior leader
Attendance	Attendance Officer	Head of Year or Vice Principal
Curriculum	Subject teacher	Head of Department, then SLT
SEND	Assistant SENDCo	SENDCo
Complaints	As per complaints policy	Chair of Governors

11. Response Times

To support consistency and staff wellbeing:

- most routine enquiries will be acknowledged within 3 working days
- full responses will usually be provided within 5 working days
- safeguarding concerns will be dealt with as a priority

Where a full response cannot be provided within this timeframe, the College will:

- acknowledge the enquiry
- provide a clear timeline for response

There is no expectation that staff monitor or respond to communication outside working hours. Staff may choose to respond outside working hours if it suits their working practice, wellbeing, or the nature of the issue, but this must never be expected by parents/carers nor relied upon as standard practice.

12. Professional Boundaries

To safeguard staff:

- communication must occur through official College systems only
- staff must not give personal contact details
- staff are not expected to respond outside contracted working hours

Where communication becomes unreasonable, aggressive, intimidating or distressing, staff may pause or conclude the interaction and escalate concerns in line with this policy.

13. Safeguarding, Recording and Data Protection

The College will:

- record safeguarding concerns in line with statutory requirements
- maintain accurate and objective records of significant communication
- process personal data in accordance with UK GDPR

If a parent believes a child is at immediate risk, they should contact emergency services in addition to informing the College.

14. Responding to Inappropriate Behaviour

Where behaviour falls below expected standards, the College will take proportionate action, which may include:

1. clarifying expectations
2. issuing a formal warning
3. arranging a meeting to resolve concerns
4. placing conditions on communication
5. restricting access to the site
6. withdrawing permission to enter the premises
7. involving external agencies (including police)

Key principles:

- decisions will be proportionate and risk-assessed
- the welfare of pupils remains paramount
- actions will be confirmed in writing
- review dates will be set

Decisions will normally be made by the Principal or delegated senior leader.

15. Right to Challenge and Complaints

Parents and carers who believe a decision is unfair may:

- raise concerns through the College Complaints Policy
- have their case reviewed in line with governance procedures

16. Monitoring and Review

This policy will be reviewed:

- every two years, or sooner if required
- following legislative or guidance changes