



Working Together to Make Our School a Happy and Safe Environment for Everyone Policy

Pictor Academy

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This policy is an unsigned agreement between the Parent, Carer, Visitor, and Pictor Academy.

At Pictor Academy, we are very fortunate to have a supportive and friendly parent body. Our parents recognise that educating children is a process that involves partnership between parents, teachers, and the whole school community. As a partnership, our parents understand the importance of a good working relationship to equip children with the necessary skills for adulthood. For these reasons, we continue to welcome and encourage parents/carers to participate fully in the life of our school.

We expect our school community to respect our school ethos, keep our school tidy, and set a good example of their own behaviour both on school premises and when accompanying classes on school visits.

In addition, we also expect our parents, carers, and visitors to keep our children safe by adhering to the school's request to drive and park safely during morning and afternoon collections.

The purpose of this policy is to promote positive interactions and relationships at all times and to provide clear expectations around the conduct of all parents, carers, and visitors connected to our school.

We are committed to resolving difficulties at the earliest opportunity and in a constructive manner, through open and positive dialogue. However, we understand that everyday misunderstandings can cause frustrations and harm our relationships. Where issues arise or misconceptions take place, please prioritise contacting your child's teacher or the Headteacher, who will be available to meet with you and work to resolve the matter.

Guidance

We appreciate that the vast majority of parents, carers, or visitors do not require any reminders or guidance regarding creating the most beneficial environment for our children. However, for the purpose of clarity in the event of any exceptional circumstances, the expectations are as follows:

- Promote a culture of teachers and parents working positively together for the benefit of all our children.
- Contribute at all times to the caring ethos of our school.
- Demonstrate that all members of the school community will be treated with respect and therefore set a good example in their tone and behaviour.
- Understand the importance of a calm environment for our pupils; therefore, school staff are unable to discuss issues with pupils nearby.
- Seek to clarify a child's version of events with the school's view in order to bring about a peaceful solution to any issue.
- Approach the school directly to help resolve any issues of concern.

To support a peaceful and safe school environment, the school cannot tolerate parents, carers, or visitors exhibiting the following:

- Disruptive behaviour which interferes with, or threatens to interfere with, the operation of any area of the school grounds.
- Displaying temper, especially in front of children.
- Demanding, abusive, or threatening e-mails, text/voicemail/phone messages, or other written communication (including WhatsApp messages).
- Defamation of the school's or staff character on Facebook, WhatsApp groups, or other social sites.
- The use of physical aggression towards anyone.
- Approaching someone else's child in order to discuss or chastise them because of their actions towards their own child.
- Smoking on the school site.

Should any of the above behaviours occur on school premises, the school will implement appropriate action and may contact the relevant authorities. In serious cases, the school may ban the offending adult from entering the school grounds.

Thank you for abiding by this policy in our school. Together, we create a positive and uplifting environment not only for the children but also for all who work and visit our school.

Parents and carers need to ensure that any person collecting their children is aware of this policy.

We trust that parents and carers will assist our school by abiding by the guidance, and we thank you for your continuing support of the school.

Appendix 1 – Use of Social Media and Messaging Platforms

The PSFA has a Facebook page, which allows parents to receive and respond to messages about school events. We encourage positive participation if you wish. Additionally, Class Dojo continues to be a valuable resource for communicating and interacting with parents/carers.

We recognise that many parents and carers also use WhatsApp groups and similar private messaging platforms to communicate about school life. When used appropriately, these can help build community spirit and provide useful reminders or information. However, they must be used responsibly and respectfully.

Inappropriate use of WhatsApp or other social platforms includes:

- Sharing unverified or confidential information about pupils, parents, or staff.
- Using WhatsApp groups to criticise or complain about the school, staff members, other parents, or pupils.
- Fueling gossip or conflict, which undermines the school's ethos.
- Adding staff or other parents to groups without consent.

'Think before you post or share' applies to all social media and messaging platforms, whether public or private. Social media or WhatsApp should not be used to fuel campaigns or voice complaints against the school, school staff, parents, or children.

We take very seriously any inappropriate use of these platforms that publicly humiliates or criticises another parent, member of staff, or child.

We aim to resolve concerns amicably. If you have a concern, please contact the class teacher in the first instance. If the matter remains unresolved, it will be dealt with by the Headteacher, or if necessary, by the Chair of the Advisory Committee, so that it can be handled fairly and effectively for all concerned.