Behaviour of parents/carers and visitors in school Policy

Approved by: School

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1. Introduction

All members of our school community are entitled to be able to work, learn or visit without fear of verbal or physical assault. It is the purpose of this policy to promote and support this entitlement and provide guidance to all school stakeholders as to how this might occur. The vast majority of parents/carers and others visiting our school are keen to work with us and are supportive of the school.

The headteacher and governing body expects and requires its members of staff to behave professionally at all times. However, there will be inevitably be times when parents/carers and visitors may not be happy with a certain situation. In these situations the school will attempt to resolve and diffuse the situation informally. However, all members of staff have the right to work without fear of violence and abuse. We expect parents/carers and other visitors to behave in a reasonable way towards members of school staff, other parents/carers and other pupils. Children have to adhere to the school values of Courage, Consideration and Collaboration as well as the fundamental British Values of Respect, Democracy, Individual Liberty and Tolerance. There is a complaint procedure to be followed if the situation cannot be resolved informally.

This policy also outlines the steps that will be taken when parent/carer or visitor’s behaviour is unacceptable.

2. Statement of Principles

- The relationships between parents/carers and visitors and this school are greatly valued; it is seen as vital in enhancing the education of pupils in the school.
- Parents/carers and visitors are welcome to come into school to discuss matters of concern with members of staff.
- All meetings held in school are by mutual consent.
- All meetings will take place in an atmosphere of mutual respect and trust.
- School staff and parents/carers/visitors will act reasonably and responsibly in dealing with issues of concern.
- Parents/carers with concerns about pupils other than their own should not deal with the pupil in question but should address their concerns to a member of school staff.
- Parents/carers should not approach or talk to children other than their own, unless that parent/carer has given permission to do so.
- It is also requested that parents/carers do not approach the parents/carers of other children if there is an issue between the children but to instead address their concerns to a member of school staff.
- All parties will work together to resolve difficulties, even when they relate to matters of a personal nature.
- Parents/carers should allow the school a reasonable period to investigate complaints/concerns, in compliance with the school’s complaints procedures.
- Acts of an intimidating or threatening nature will not be tolerated.
- Offensive or abusive language will not be tolerated. No parent should ever be heard swearing on a school site.
• Racist or homophobic language will not be tolerated.
• Parents/carers should not be under the influence of illegal drugs or alcohol on-site.
• Only dogs for hearing or visual impairment support can be brought on-site.

The school will not tolerate the use of mobile phones, messaging apps, the email system, the internet or the intranet for illegal or inappropriate activities such as citing confidential information about the school and its staff, other parents/carers or its customers or suppliers. This also includes parents/carers using social media sites for defamation of individual staff/the school.

Staff may politely end meetings or conversations to diffuse situations or request a senior member of staff be present.

3. Behaviour
Types of behaviour that are considered serious and unacceptable and will not be tolerated:
• shouting at members of the school staff, parents/carers or children either in person or over the telephone
• physically intimidating a member of staff, parent or child e.g. standing very close to her/him
• the use of aggressive hand gestures or shaking a fist at another person
• threats, e.g. if you don’t do this I will...
• swearing or other abusive/offensive language
• pushing and touching
• pointing close up
• hitting, e.g. slapping, punching and kicking
• spitting
• racist, sexist, homophobic or transgender comments
• breaching the school’s safety/security procedures
• use of illegal drugs or alcohol onsite
• searching staff up on social media and contacting them

This is not an exhaustive list but seeks to provide illustrations of such behaviour. Unacceptable behaviour may result in the local authority and the police being informed of the incident.

4. Procedure to be followed
If a parent/carer or visitor behaves in an unacceptable way towards a member of the school community, they should terminate the meeting or phone call immediately. The head teacher or appropriate senior staff will then seek to resolve the situation through calm discussion; this may be at a separate time. If the unacceptable behaviour continues, any interaction will be terminated and the parent/carer or visitor will be asked to leave the premises immediately.
Schools are private property and parents/carers and carers have an ‘implied licence’ to come onto the school premises at certain times. If they are not behaving appropriately then that applied licence will cease to exist. If the inappropriate behaviour continues or where there was an extreme act, the head teacher can ban a parent or carer from the school premises for a period of time.

The school will not hesitate to involve the police for any inappropriate behaviour towards a member of school staff. Individuals may also report their own concerns to the police. The school would also liaise with the local authority to give them details of the person banned from the school premises.

5. **In imposing a ban from the school premises, the following steps will be taken:**

1. The school may, in the first instance, warn the parent that they may be banned and seek reassurance about future behaviour. If reassurance is not forthcoming, then the school will proceed as in point 2 (below)

2. The parent/carer will be informed, in writing, that she/he is banned from the premises, for how long, subject to review, and what will happen if the ban is breached, e.g. that police involvement or an injunction application may follow.

3. Where an assault has led to a ban, a statement indicating that the matter has been reported to the local authority and the police will be included.

4. Where appropriate, arrangements for pupils being delivered to and collected from the school gate will be clarified.
We will not tolerate behaviour that is:

- thre@tening,
- abu$sive or
- vi*lent

NO EXCUSE FOR ABUSE

We strive to create a safe and secure environment for pupils and staff alike. And we will take action when necessary.

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