



*Dealing with  
Unacceptable Behaviour  
from Parents/Carers and  
Members of the Public*  
Policy

# Document Control

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## Statement of intent

Wirksworth Federation of Infant Schools (the Federation) encourages close links with parents/carers and the community. We firmly believe that children benefit when the relationship between home and school is a positive one.

The vast majority of parents, carers and visitors to our schools are keen to work with us and are supportive of the schools. On occasions, parents/carers may be dissatisfied with an aspect of school life, and in such circumstances we encourage them to make an appointment to speak to staff so we can try and resolve the concerns. If a parent/carer remains dissatisfied we have a complaints procedure that allows parents/carers to take their concerns further. On rare occasions however, this dissatisfaction can result in intimidating behaviour, aggression, verbal and/or physical abuse towards Federation staff and this is unacceptable.

The Federation expects and requires its staff to behave professionally in these difficult situations and attempt to defuse the situation where possible, seeking the involvement as appropriate of other colleagues. However, all staff have the right to work without fear of intimidation, violence and abuse. Furthermore, our Federation is a safe place for children where aggressive and intimidating behaviour undermines the Federation's ethos and values and presents a risk to children. As a result instances of unacceptable behaviour will not be tolerated.

The Federation therefore expects parents/carers and other visitors to behave in a polite and reasonable way at all times towards Federation staff. This policy outlines the steps that will be taken where the behaviour of parents/carers is unacceptable.

## Types of behaviour

**The following types of behaviour are considered serious and unacceptable and will not be tolerated in our Federation.**

This is not an exhaustive list, but seeks to provide illustrations of unacceptable behaviour.

- Shouting at Federation staff, either in person or over the telephone, displaying temper
- Physically intimidating a member of staff e.g. standing very close to her/him
- The use of aggressive hand gestures e.g. two fingers raised, finger pointing
- Threatening Federation staff
- Shaking or holding a fist towards another person
- Writing/phoning/texting abusive or threatening comments about a member of staff

- Writing or posting derogatory, abusive or threatening comments about staff or the school on social media sites e.g. Facebook, Twitter
- Swearing at a member of Federation staff, using profane language
- The use of physical aggression e.g. pushing, hitting, slapping, punching or kicking
- Spitting
- Discriminatory comments e.g. racist, sexist, ageist
- Disruptive behaviour that interferes or threatens to interfere with the operation of a classroom or employees office
- Damaging or destroying Federation property
- Breaking the Federation's security procedures

**All unacceptable behaviour will be reported to Governors and may result in Derbyshire County Council and the Police being informed of the incident.**

## Procedure

When a parent/carer or member of the public behaves in an unacceptable way towards a member of Federation staff and the situation cannot be immediately diffused, staff will terminate the conversation and ask the parent/carer to leave Federation premises, seeking the support of colleagues and the Headteacher if necessary.

The Headteacher, or appropriate senior staff, will seek to resolve the situation through discussion and mediation and, if necessary, the Federation's complaints procedure should be followed.

The incident will be recorded, the Chair of Governors will be informed and may result in the Headteacher issuing a written warning to the parent/carer (see letter Annex 1).

A parent/carer of a child attending school has implied permission to be on the Federation's premises at certain times and for certain purposes, but if the parent/carer's behaviour is unreasonable this permission can be withdrawn. If, therefore, the unacceptable behaviour continues, or where there is a serious act of aggression or violence, a parent/carer may be banned by the Headteacher from Federation premises for a period of time, subject to review.

Prior to being banned the following steps will be taken:

- The parent/carer will be informed by the Headteacher, in writing, that s/he is banned from the premises, subject to review, and what will happen if the ban is breached, e.g. legal action may follow (see letter Annex 1).
- Alternative arrangements will be clarified to ensure that a child can be delivered safely to and from school e.g. collected at the school gate.

- The Headteacher will refer the matter to the Governing Body who will convene a panel comprising three Governors, to consider whether the parent/carer's license to enter school premises should be revoked for a specified period. The Local Authority (LA) will be informed.
- Before such licence is revoked the parent/carer will have an opportunity to make representations to the Governing Body.
- Following a specified period any ban will be reviewed by the Governing Body and the parent/carer invited to make further representations.

**If a parent/carer displaying unacceptable behaviour refuses to leave Federation premises the Police will be called and the matter referred directly to the Governing Body.**

**All incidents of physical assault or damage to school property will be reported directly to the Police and the LA, and the Governing Body will be informed.**

## **Monitoring and review**

The Headteacher monitors and reports to the Governing Body on the effectiveness of this policy on a regular basis and makes recommendations for further improvements.

This policy will be reviewed in accordance with the Federation's monitoring and review cycle. The Governing Body may, however, review the policy earlier than this in response to new regulations, or if they receive recommendations on how the policy might be improved.

## Annex 1 – Sample letter

Dear [Name]

I am writing to you following the incident on [date] when you came into [specify] School and displayed unacceptable behaviour.

[summarise incident and its effect on staff, children etc. as appropriate].

As the Headteacher, I am responsible for the day to day management of the school. Together with the Governing Body I must ensure the health and safety of all persons using the school premises, including members of staff and children. Your behaviour [on this occasion] was unacceptable. All staff have the right to work without fear of intimidation, abuse and violence. Furthermore, our school is a safe place for children where aggressive and intimidating behaviour undermines the school's ethos and values and presents a risk to children. Such behaviour will not be tolerated in our school.

Please be aware that you do not have right to enter onto the school premises. Parents and carers enjoy a licence to enter onto school premises to drop off and collect their children, to discuss matters relating to their children and their education in a calm and reasonable manner, and to enjoy events organised by the school, peacefully, with other members of the school community. Under S547 of the Education Act 1996 it is an offence for a person to be present on the school premises without lawful authority and to cause a nuisance or disturbance. A person found guilty of an offence under S547 is liable to a fine of up to £500.

**EITHER:**

*[in cases where a warning is being given]:*

I therefore have to inform you that, if you display unacceptable behaviour again whilst on school premises, it will be necessary for me to refer this matter to the Governing Body for them to determine whether your licence to enter on to school premises should be revoked or restricted. I enclose a copy of our policy on Dealing with Aggressive Parents/carers and Members of the Public for your information.

**OR:**

*[in cases where a ban is being imposed]:*

I therefore have to inform you that in the interests of the health and safety of our staff and pupils, you will not be able to come onto Wirksworth Federation of Infant Schools premises with immediate effect, unless you have made a prior appointment, confirmed in writing. Arrangements have been made for (insert

*child's name*) to be collected and returned to you at the school gate by a member of the Federation's staff.

If you do not comply with this instruction I will arrange for you to be removed from the premises and refer the matter to the Local Authority as a breach of Section 547 of the Education Act 1996. Under S547 of the Act it is an offence for a person to be present on the school premises without lawful authority and to cause a nuisance or disturbance. A person found guilty of an offence under S547 is liable to a fine of up to £500.

The withdrawal of permission for you to enter the school premises takes effect straightaway. It will, however, be reviewed by a panel of the *Governing Body* on [date] and the panel will decide whether your licence to enter onto school premises should be revoked or restricted for a defined period of time. If you wish to make written representations to the *Governing Body*, to be taken into account at the meeting, you should direct these to the *Clerk of Governors*, at the school, to arrive by no later than (*date*). These comments may include any expressions of regret on your part and any assurances you are prepared to give about your future good conduct. You will be informed in writing of the outcome of this meeting and, should a ban be confirmed, you will be informed of the date of a review meeting before which you will be able to make further written representation.

Yours sincerely

Jo Poyser  
Headteacher