



## **Context:**

Our schools are orderly, safe places, where relationships between staff and visitors demonstrate mutual respect and recognition of shared responsibility for pupils' welfare and educational progress. Parental involvement is an important factor in educational success and in dealing with emerging problems at an early stage and we recognise that when school and parents work together in a positive relationship, the children will reach their full potential and have a successful educational journey.

However, on occasion, the behaviour of a minority of parents can cause severe disruption or worse, resulting in abusive or aggressive behaviour towards staff, pupils, or other members of the school community.

**All members of staff have the right to work without fear of violence and abuse.** Each governing body expects and requires its members of staff to behave professionally in these difficult situations and attempt to defuse the situation where possible, seeking the involvement as appropriate of senior leaders.

Types of behaviour that are considered serious or perceived as serious by members of staff. These are unacceptable and will not be tolerated:

- Shouting at members of the school staff, either in person or over the telephone.
- Refusing to allow staff to speak
- Physically intimidating a member of staff. For example standing very close to them
- The use of aggressive hand gestures
- Threatening and intimidating behaviour
- Refusing to leave the school premises
- Any form of physical contact
- Swearing
- Spitting
- Breaching the school's security procedures.

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

**Unacceptable behaviour may result in the police being informed and a fixed term ban on entering the school premises.**

## **How to raise a concern with school**

If a parent wishes to raise a concern with a class teacher they may arrange a meeting by telephone, via the school office or speaking directly with the member of staff. Staff will endeavour to arrange a mutually convenient meeting within **48 hours** of the request. However, staff have the right to postpone a meeting should parents/carers appear not to be in control of their behaviours and/or behaving in an intimidating manner. Staff may be accompanied by an appropriate colleague. If this is unsuccessful and a resolution cannot be reached, the school's complaints procedures should be followed; these are available on the school website or the school office. Where all procedures have

been exhausted, and aggression or intimidation continues restrictions may be put in place. This maybe restricting contact with school to email or telephone contact only or imposing a school ban.

In imposing a ban the following steps shall be taken:

- 1. The parent will be informed, in writing from the Chair of the MAT Board, that they are banned from the premises subject to review, and what will happen if the ban is breached.**
- 2. Where an assault has led to the ban, a statement indicating that the matter has been reported to the police will be included.**
- 3. The CEO and Chair of the Local Governing Body will be informed of the ban.**
- 4. Where appropriate, arrangements for pupils being delivered to, and collected from the academy premises will be clarified.**
- 5. There will be a decision reached about how parents can communicate with the academy during the period of the ban. This will be made clear to all parties.**

### **Summary**

At all times the common purpose remains clear: to achieve zero tolerance of violence, threatening behaviour or abuse in schools, and to ensure all members of the school community, and all visitors to the school, can be confident that they are operating within a safe environment.

The Multi-Academy Trust may take action where behaviour is unacceptable or there is a serious breach of health and safety legislation. In implementing this policy, the school will, as appropriate, seek advice form appropriate education, health and safety and legal departments to ensure fairness and consistency.

*This policy will be reviewed every 3 years.*