

Goldsworth Trust Behaviour of Parents/Carers/Visitors Policy

Statement of Principles

St John's Primary School actively encourages close links with parents and the community. It believes that children benefit when the relationship between home and school is a positive one. The vast majority of parents, carers and others visiting our school are keen to work with us and are supportive of the school. It is important that all communications between parents and staff be conducted in a calm and respectful manner.

St John's Primary School expects and requires its members of staff to behave professionally in all situations. School understands that when parents are discussing matters related to their children, occasionally emotions can run high. In these cases, staff will act to calm and defuse the situation and may take the following steps to achieve this:

- Reassure by providing space and time
- Listen and acknowledge all concerns
- Offering to schedule a meeting at an alternative time
- Seek the involvement of another member of staff to support and mediate if necessary

However, all members of staff have the right to work in a safe environment and be treated with respect. Threatening behaviour and abuse against school staff or other members of the school community, including other parents and students, will not be tolerated (as stated in Appendix a). We expect parents and other visitors to behave in a reasonable way towards members of school staff and the wider school community at all times.

This policy outlines the steps that will be taken on the rare occasion where behaviour is unacceptable. Types of behaviour that are considered serious and unacceptable and which will not be tolerated in relation to members of staff, and other members of the community are:

- shouting, either in person or over the telephone
- swearing, either in person or over the telephone/email
- constant emails and/or phone calls which amount to harassment and intimidation, despite the school's best efforts to address a situation
- Inappropriate electronic activity including publishing abusive or inappropriate content with regards to the school, teachers or students on social networking websites such as Facebook and Twitter or in email communication
- Any kind of physical contact or intimidation
- breaching the school's safeguarding procedures

This is not an exhaustive list.

Whilst the use of such behaviour is unacceptable in all circumstances, the school is particularly concerned to protect its children from being exposed to such behaviour (whether or not directed at them). If a parent/carer/visitor behaves in an unacceptable way towards a member of the school community, the Headteacher and/or appropriate senior staff will seek to resolve the situation

through discussion and mediation. Unacceptable behaviour may result in the police being informed of the incident.

Parent/Carer/Visitor Access to the School Premises

Normally parents/carers (and those with parental responsibility), plus visitors, are granted what is known as “limited licence” to visit the grounds and buildings of a school. Where there are serious concerns regarding the conduct of a parent/visitor, and possible staff/student safety, the Headteacher may:

- initiate a meeting/dialogue with the individual
- write to the visitor, describing their misconduct, explaining its impact on the school and stating its unacceptability
- vary the person’s “licence”, say, through the addition of conditions
- warn of the possibility of a “ban” (i.e. the withdrawal of their licence) if the misconduct is repeated and notification sent to the Trust and Chair of Governors
- impose a ban with a review after a fixed period

Procedure to be followed

Where all procedures have been exhausted, and aggression or intimidation continue, or where the circumstances otherwise require it, a parent/carers or visitor may be banned by the Headteacher from the school premises for a period, subject to review. In imposing a ban, the following steps will be taken:

1. The parent/carers will be informed, in writing, that s/he is banned from the premises, subject to review, and what will happen if the ban is breached, e.g. that police involvement or an injunction application may follow
2. Where an assault has led to a ban, a statement indicating that the matter has been reported to the local police
3. The Chair of Governors will be informed of the ban
4. As appropriate, arrangements for meetings at school regarding students, and arrangements for students being delivered to and collected from the school will be clarified.

In implementing this policy, the school will, as appropriate, seek advice from the Local Authority if necessary, to ensure fairness and consistency.

Other related policies:

Complaints procedure

Communications policy

Staff code of conduct

Policy written by: Gill Kozlowski

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To be reviewed: January 2024