

Hindley J and I School



Behaviour of Parents (including Carers) And Visitors to Our School

Written: November 2014

To be reviewed: November 2017

_____ Signed on behalf of the school _____ date

_____ Signed on behalf of the governors _____ date

Statement of Principles

The Governing Body of Hindley Junior and Infant 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 overwhelming majority of parents, carers and others visiting our school are keen to work with us and are supportive of the school. From time to time it is necessary for parents and the school to deal with problems relating to particular pupils. It is important that discussions between parents and staff are conducted in a calm and respectful manner. In the vast majority of such situations this is what happens, but on rare occasions, aggression, verbal and/or physical abuse is directed towards members of school staff or members of the wider school community.

The 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 other colleagues. However, all members of staff have the right to work without fear of aggression, intimidation, violence and abuse, and the right, in an extreme case, of appropriate self-defence.

Aggression, violence, threatening behaviour and abuse against school staff or other members of the school community, including other parents and children, will not be tolerated. All members of the school community have a right to expect that their school is a safe place in which to work and learn. There is no place for aggression, violence, threatening behaviour or abuse in our school.

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 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;
- 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;
- hitting, slapping, punching, kicking or pushing;
- physical intimidation, e.g. standing unnecessarily close to her/him;
- the use of rude or aggressive hand gestures, including shaking or holding a fist towards another person ;
- spitting;
- breaching the school's security procedures.

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

Unacceptable behaviour may result in the police being informed of the incident.

Parental/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 can:

- 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;
- impose a ban with a review after a fixed period;
- impose a ban without review.

Procedure to be Followed

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. If necessary, the school's complaints procedures should be followed by the parent.

Where all procedures have been exhausted, and aggression or intimidation continues, or where the circumstances otherwise require it, a parent/carer or visitor may be banned by the Headteacher from the school premises for a period of time, subject to review.

In imposing a ban the following steps will be taken:

1. The parent/carer 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.

Conclusion

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

**Hindley J and Infant Primary School
Argyle Street
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WN2 3PN**

Telephone: 01942 255339

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Dear *****,

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The overwhelming majority of parents, carers and others visiting our school are keen to work with us and are supportive of the school. From time to time it is necessary for parents and the school to deal with problems and concerns that arise. It is important that discussions between parents and staff are conducted in a calm and respectful manner.

It has been brought to my attention that, on the (Insert Date) at (insert time), you acted in an inappropriate manner by (insert details of event). This type of aggressive behaviour will not be tolerated.

We politely request that any concerns you may have are raised in an appropriate manner i.e. by contacting your child's class teacher, our Deputy Headteacher or the Headteacher to calmly discuss the situation, remembering that at all times we have the best interests of your child and Hindley Junior and Infant children in mind. In the event that you are not satisfied by the outcome of the discussion, then you should follow Hindley Junior and Infant Primary School's Complaints Procedure.

Hindley Junior and Infant Primary School's Policy regarding the Behaviour of Parents (including Carers) and Visitors to Our School is also included with this letter for further information.

At this point I will not be taking any further action. However should there be a repeat of this behaviour then further action may be taken.

If you would like to discuss this matter please do not hesitate to contact me at your earliest opportunity.

Regards