

Appendix 4

Behaviour of Parents/Carers and Other Visitors to the School

The following outlines the steps that will be taken where parent/carer or visitor behaviour is unacceptable.

Types of behaviour that are considered serious and unacceptable

The following list outlines the types of behaviour that are considered serious and unacceptable and will not be

tolerated towards any member of the school community. This is not an exhaustive list but seeks to provide

illustrations of such behaviour:

- Shouting, either in person or over the telephone
- Speaking in an aggressive/threatening tone
- Physical intimidation e.g. standing very close to her/him
- The use of aggressive hand gestures/exaggerated movements
- Physical threats
- Shaking or holding a fist towards another person
- Swearing
- Pushing
- Any physical contact
- Spitting
- Discriminative comments

Sending inappropriate or abusive e-mails to school staff or to the general school e-mail address

- Publishing or posting derogatory or inappropriate comments which relate to the school, its pupils or

staff/volunteers on a social networking site

- Breaking the school's security procedures

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

Procedures for Dealing with Unacceptable Behaviour

When a parent/carer or member of the public behaves in an unacceptable way during a telephone

conversation, staff at the school have the right to terminate the call. The incident will be reported by staff to

the Senior Leadership Team. The school reserves the right to take any necessary actions to ensure that

members of the school community are not subjected to verbal abuse. The school may warn the aggressor,

ban them from the school, and/or contact the police.

When any parent/carer or visitor behaves in an unacceptable way in person towards a member of the school

staff a member of the Senior Leadership Team will seek to resolve the situation through discussion and

mediation. If necessary, the school's complaints procedure should be followed. Where all procedures have

been exhausted, and aggression or intimidation continues, or where there is an extreme act of violence, the

discussion will be terminated and the visitor will be asked to leave the school immediately. It is also an offence

under section 547 of the Education Act 1997 for any person (including a parent) to cause a nuisance or disturbance on school premises. The police will be called if necessary. The perpetrator may also be banned

from the school premises for a period of time, which will be determined by the school.

Prior to a ban being imposed, the following steps will be taken:

- Depending on the severity of the incident, the parent/carer/visitor may first be issued with a written warning stating that if a similar incident occurs, the individual concerned will be banned from the school premises.

- In more serious cases, the parent/carer/visitor will be informed, in writing, that she/he is banned from the premises temporarily, subject to review, and what will happen if the ban is breached.

- Extreme incidents will result in a permanent ban being enforced. The individual will be informed in writing of the permanent ban but will be given the right to appeal in writing against the decision.

- In all cases, parents/carers will still have the opportunity to discuss any issues relating to their child with school staff.

- Incidents of verbal or physical abuse towards staff may result in the police being informed, and may result in prosecution.

- If a parent/carer/visitor is intimidating, threatening or aggressive towards a member of the school community any interaction will be terminated immediately and the person will be instructed to leave the premises. Further action may be taken by the school.