



# Parent Code of Conduct / Policy for managing aggressive or unreasonable behaviour from parents and visitors to our school

Approved: May 22

Review: May 23

## Statement of principles

The governing body of St Paul's CE Primary School encourages close links with parents and the community. It believes that pupils 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. However, on the rare occasions when an unwarranted negative attitude towards the school is expressed, this can result in aggression, verbal and or physical abuse towards members of school staff or members of the wider school community.

We are committed to resolving difficulties in a constructive manner, through an open and positive dialogue. However, we understand that everyday misunderstandings can cause frustrations and have a negative impact on our relationships.

The governing body expects and requires its members of staff to behave professionally in 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 violence and abuse. Similarly, parents, visitors and pupils should be free from intimidation, fear and aggression.

**We expect children, parents and other visitors to behave in a respectful and reasonable way towards members of school staff, other parents, visitors and pupils.**

This policy outlines the steps that will be taken where behaviour is unacceptable.

**Examples of types of behaviour that are considered serious and unacceptable and will not be tolerated:-**

- shouting at members of the school staff, either in person or over the telephone;
- inappropriate comments online (Facebook, WhatsApp)
- physically intimidating a member of staff, e.g. standing very close to her/him;
- physical assault, e.g. pushing, hitting, slapping, punching and kicking.
- the use of aggressive hand gestures;
- threatening to make a physical assault;
- threatening language/communication e.g. emails/behaviour;
- shaking or holding a fist towards another person;
- swearing or use of offensive language;
- spitting;
- continually harassing members of staff over a period of time;
- making inappropriate remarks about other children and families within our school community;
- 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 local authority and/or police being informed of the incident and a ban being put in place.

### **Online activity which we consider inappropriate:**

- Identifying or posting images/videos of children
- Abusive or personal comments about staff, governors, children or other parents
- Bringing the school into disrepute
- Posting defamatory or libellous comments
- Emails circulated or sent directly with abusive or personal comments about staff or children
- Using social media to publicly challenge school policies or discuss issues about individual children or members of staff
- Threatening behaviour, such as verbally intimidating staff, or using bad language
- Breaching school security procedures

### **Procedure to be followed;**

If parents have a complaint or concern, they are asked to calmly raise it in the first instance with their child's class teacher who will work with the parent to resolve the issue. If this is not possible or, this has already been completed and the concern is ongoing, they should ask to speak to the Phase Leader / SENCO. After this, parents can discuss their concerns with the Deputy Headteacher and then the Headteacher if an issue remains unresolved.

If a parent/carer behaves in an unacceptable way towards another member of the school community (parent, pupil or visitor), the head teacher or appropriate senior staff will initially seek to resolve the situation through discussion and mediation. If mediation doesn't work, the parent would be asked to leave the premises and to come back when they have calmed down.

If necessary, the school's [complaints procedures](#) should be followed.

If aggression or intimidation continues, or where there is an extreme act of violence, the headteacher will seek advice from the local authority / refer the matter to the Governing Body. A Section 547 notice may be issued, banning parents from 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 she/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 authority and the police will be included

3. The chair of governors/LA will be informed of the ban

4. Where appropriate, arrangements for pupils being delivered to, and collected from the school gate will be clarified.

## Conclusion

The local authority itself may take action where behaviour is unacceptable or there are serious breaches of our home-school code of conduct or health and safety legislation.

In implementing this policy, the school will, as appropriate, seek advice from the Local Authority's education, health and safety and legal departments, to ensure fairness and consistency.

## Code of Conduct

In line with our Rainbow Christian Values and St Paul's Promise, we ask that all parents and visitors **on or near** our school site;

- demonstrate respect for the ethos and values of the school
- work in partnership with staff for the benefit of their children
- model respect for our school ethos and community
- help to keep our grounds tidy and safe
- park safely around the school site to reduce congestion
- approach school staff positively and ask for help to resolve an issue in an appropriate and timely manner
- treat all members of the school community with respect using appropriate language and behaviour
- correct their child's actions, especially where it could lead to conflict, aggressive or unsafe behaviour – both on and off the school premises.
- use other strategies rather than using 'staff' as threats to admonish their children's behaviour.
- refrain from positing defamatory, offensive or derogatory comments regarding the school or any of the pupils/parent/staff, on the school Facebook page or other social sites
- do not use physical or verbal aggression towards another adult or child. This includes physical punishment against your own child on school premises
- do not approach someone else's child in order to discuss or chastise them because of the actions of this child towards their own child. (Such an approach to a child may be seen to be an assault on that child and may have legal consequences)
- do not smoke, take illegal drugs or consume alcohol on school premises. (Alcohol may only be consumed during authorised events).
- ensure dogs are not brought on to school premises (other than guide dogs)
- model high expectations of behaviour in your child(ren)