



## Parent, Carer and Visitor Behaviour Policy

September 2023

### **Our aim is:**

That parents / carers / visitors communicate within the school environment in a pleasant and courteous manner without causing distress or offence to adults or children.

### **Expectation:**

That parents / carers / visitors set a good example to children at all times, demonstrating how to get along with all members of the school and the wider community.

### **Rationale**

The Governing Body and headteacher strongly believe that our school should be a welcoming and safe place for our children, staff, parents, carers and visitors alike, and that our parents share that belief. We have legal responsibilities for the safeguarding and wellbeing of our children and staff, and a duty of care to all users of our school.

We want all parents and carers to be confident that there are arrangements in school to keep their children safe. As part of our safeguarding procedures, the school has put in place this Parent, Carer and Visitor Behaviour Policy to ensure that behaviour from parents, carers and visitors does not cause the children and staff in school to feel distressed, threatened or unsafe.

All adults who enter our school site at any time set examples of behaviour and conduct which influence children and young people. We believe that they should therefore demonstrate high standards of conduct in order to encourage our pupils to do the same. Parents, carers and visitors must show respect to all other parents, carers, children, staff and visitors.

All members of staff have the right to work without fear of violence and abuse and we expect parents, carers and other visitors to behave in a reasonable way at all times.

Adults who do not behave in an acceptable manner may be asked to leave the site and the headteacher has the right to further restrict their access. This policy highlights our expectations in respect of the conduct of parents, carers and visitors to our school and outlines the steps that will be taken where behaviour is considered to be unacceptable.

## **Our Values and Ethos**

Our values and ethos permeate every part of school life. At Styal Primary School we are:

Resilient  
Unique  
Confident  
Kind  
Safe  
Ambitious  
Caring  
Knowledgeable

Kindness, caring and safety are key to this policy. We may not always agree but we can seek to be peaceful problem-solvers, ever open to and appreciative of each other's points of view.

If parents ever have an issue they would like to discuss in school the procedure to follow is:

- Make an appointment with the school office to speak to the class teacher
- If the problem is not resolved, make an appointment to see Mrs Boardman (headteacher) or Mrs Chignell (deputy headteacher).

### **Behaviour that is deemed as unacceptable includes:**

- Shouting, either in person or over the telephone
- Inappropriate posting on social networking sites or school WhatsApp groups
- Sending abusive or threatening messages, emails or other communication to any member of the school community.
- Speaking in an aggressive / threatening tone
- Physically intimidating behaviour, e.g. standing very close
- The use of aggressive hand gestures / exaggerated movements
- Smoking, vaping, taking drugs on the school grounds
- Attempting to gain access to the school buildings with disregard of procedure and without permission
- Entering the school site whilst under the influence of alcohol or drugs
- Bringing dogs onto the school site, with the exception of assistance dogs, without the explicit permission of the headteacher
- Damaging or destroying school property
- Displaying signs, sending messages or handing out notices which could cause unreasonable upset and / or harm to any member of staff, governor, parent or child
- Physical threats

- Shaking or holding a fist towards another person
- Swearing
- Pushing
- Hitting e.g. slapping, punching or kicking
- Spitting
- Racist or sexist comments
- Parents / carers must not approach, chastise or shout at children on the playground under any circumstances.

Please report any concerns to a member of staff.

### **Social Media**

On occasions, some parents may be tempted to make comments about the school, school staff, other parents or carers and/or pupils on social media. Social media is not the forum for raising concerns or complaints about the school. If parents have a concern about the school, they can raise their concern directly with the headteacher and complaints can be raised through the school's Complaints Procedure.

In the event that any pupil or parent / carer of a pupil is found to be posting inappropriate comments on social media, they will be reported to the appropriate 'report abuse' section of the social media site and consideration will be given to taking further action. Making potentially defamatory, offensive or derogatory comments about others on social media could have legal implications. The school will expect any pupil or parent / carer to remove such inappropriate comments immediately.

### **Possible follow up actions:**

The school reserves the right to take any necessary actions to ensure that members of the school community are not subjected to abuse. If parents become abusive at any time on school premises they will be asked to leave.

School premises are private property and parents have been granted permission from the school to be on school premises. However, in case of abuse or threats to staff, pupils or other parents, school may ban parents from entering school and its grounds.

It is an offence under section 547 of the Education Act 1997 for any person (including a parent or carer) to cause a nuisance or disturbance on school premises. The police will be called to assist in removing the person concerned.

School is not responsible for organising arrangements for children in the above circumstances. Parents will need to provide alternative arrangements for bringing children into school.

### Support for Staff:

Staff who have been victim of unacceptable behaviour by visitors / families, will be offered chance to have a debriefing session with the Chair of Governors. This is to allow the staff member chance to air their feelings and ensure their point of view is listened to.

The Education telephone help-line is also available for staff to gain support (08000 562 561).

| Inappropriate behaviour                               | Action to be taken                                  |   |
|---|---|---|
| Swearing, using foul, abusive or offensive language.  | Polite request to stop the inappropriate behaviour. |   |
| Raising voices inappropriately at another individual. | YES – inappropriate behaviour stops<br>↓            | No – inappropriate behaviour continues<br>↓   |
|   | The conversation / meeting can continue             | The conversation / meeting will be terminated   |
| Making racist or sexual comments.                     |   | Senior member(s) of staff and/or governor(s) will have a discussion with the parent/carer about communication protocols and expectations before the conversation / meeting is reconvened. |

| Inappropriate behaviour   | Action to be taken  |  |  |
|---|---|--|--|
| Sending abusive or threatening messages, emails or other communication to any member of the school community. | Polite request to communicate in a non-abusive manner and to not act in a threatening manner. |  |  |
| Bullying, harassment or intimidation – in person and/or online.   | YES – inappropriate communication / behaviour stops<br>↓                                      | No – inappropriate communication / behaviour continues<br>↓  |  |
|   | Communication can continue  | Senior member(s) of staff and/or governor(s) will have a follow-up communication and/or conversation about the manner of expected communication, highlighting kind, respectful, safe and non-threatening, non-aggressive behaviour or comments |  |
| Physically or verbally intimidating an individual in person and/or online                                     | YES – inappropriate communication / behaviour stops<br>↓                                      | No – inappropriate communication / behaviour continues<br>↓  |  |
| Threatening a member of the school community in any way   |   |  | <p>The parent's channels of communication to the school may be restricted, e.g. no longer allowing the parent to send emails to a staff member directly.</p> <p>If abuse or threats are made on site, parents will be asked to leave the site.</p> <p>Persistent abuse or threats of violence will be reported to the police.</p> <p>Seeking legal redress through the courts.</p> |

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| Inappropriate behaviour  | Action to be taken  |   |
|--|---|---|
| <p>Using physical violence on the school premises or on a member of the school community, e.g. hitting, slapping, punching, kicking, pushing, causing intentional damage to school property.</p> | <p>We will escort anyone off the premises who is displaying aggressive or disruptive behaviour.</p> | <p>Reasonable measures will be taken by school staff to safeguard everyone and school property. The police will be contacted immediately for support – either to provide advice on managing an incident or to assist in the removal of an individual from the premises, where necessary.</p> <p>The parent/carer may be barred from the school premises.</p> <p>Seeking legal redress through the courts.</p> |

| Inappropriate behaviour   | Action to be taken   |  |   |  |
|---|--|--|---|--|
| <p>Writing or posting abusive, offensive or defamatory comments about an individual or the school, including on social media / school's WhatsApp.</p> <p>Posting content on social media that is damaging to the school's reputation.</p> | Make the parent/carer aware that the post has been read/noted. Polite request to remove the post and to give us an opportunity to address the issue/concern/complaint in school. |  |   |  |
|   | YES – post removed<br>↓  | No – post not removed<br>↓   |   |  |
|   | Discussion about dissatisfaction/issue can be addressed using the school's complaints procedure  | A senior member of staff or governor will have a follow up conversation about removing the post. |   |  |
|   |  | YES – post removed<br>↓  | NO – post not removed<br>↓  |  |
|   |  | Discussion about dissatisfaction/issue can be addressed using the school's complaints procedure  | <p>Contact the administrator/app host directly and ask for the post to be removed.</p> <p><b>Contact</b><br/>helpline@saferinternet.org.uk with url/website address and ask for the post to be removed.</p> |  |
|   |  |  | <p>Persistent abuse or threats of violence will be reported to the police.</p> <p>Seeking legal redress through the courts.</p>   |  |
| Driving unsafely within the vicinity of the school.   | Unsafe driving will be reported to the police.   |  |   |  |

| Inappropriate behaviour  | Action to be taken   |
|--|--|
| <p>Smoking / vaping on the school premises.</p> <p>Taking illegal or harmful drugs while on the school premises.</p> <p>Drinking alcohol on the school premises, unless it has been authorised and supplied by the school.</p> | <p>Polite request to stop and/or leave the premises.<br/>Non-compliance and drugs issues will be referred to the police.</p> |
| <p>Taking photographs or videos on the school premises without permission from the school.</p>   | <p>Polite request to stop and to delete the photographs/videos.</p>  |

### **Barring from the school site**

The school has the right to bar a parent from the premises to keep the school community safe.

The school will either:

- Bar the parent temporarily, until the parent has had the opportunity to formally present their side.
- Inform the parent that they intend to bar them and invite them to present their side.

The headteacher will send a letter to the parent, informing them of the following information:

- Why they have been temporarily barred or face a bar
- The nature of the bar, i.e. if they are temporarily barred pending their representation or if they must present their side before the decision to bar can be made
- That they have the right to formally express their views on the decision to bar in



writing to the chair of governors within 10 working days

### **Review by Chair of Governors**

The headteacher's decision to bar the parent will be reviewed by the chair of governors. The chair of governors will take account of any representations made by the parent and decide whether to confirm or lift the bar. The parent will be notified in writing of the decision to uphold or lift the bar. If the decision is confirmed, the parent will be notified in writing, explaining:

- How long the bar will be in place.
- When the decision will be reviewed.

Decisions to bar will be reviewed at the end of the agreed timescale, in line with the process outlined above.

Following a review, the bar may be lifted or, if there are grounds for continued concern regarding the parent's conduct, it may be extended.

Once the appeal process has been completed, parents that remain barred may be able to apply to the Civil Courts. If a parent wishes to exercise this option, they should seek independent legal advice.

**Date of adoption of policy:** September 2023

**Links to other policies:** Behaviour, Complaints, Child Protection and Safeguarding, On-line Safety

**Headteacher** – Louise Boardman

**Chair of Governors** – Lee Walsh

