

# Expected Behaviour of Visitors / Parents on School Premises Policy



Adopted by the Governing Board:

Signed: \_\_\_\_\_

Chair of Governors

\_\_\_\_\_

Head Teacher

## **Introduction and Rationale**

This policy links to our schools aims and mission statement in the following way:

- We want children and staff to enjoy coming to school and feel safe, healthy and confident.
- We want visitors to remark on the atmosphere in the school, the stimulating environment (in and out of school) and the beautifully behaved and well-mannered children.
- We want to have an effective and supportive relationship with Parents, Governors and the local and wider community.

Our school encourages close links with parents and the community. We believe that children benefit when the relationship between home and school is a positive one.

It is important to us that we set good examples in school of the very best behaviour for our pupils as we know that is what parents want and expect. The vast majority of parents, carers and others visiting school are keen to work with us and are supportive of our school and that is how we want our relationships with parents and visitors to be.

In order to help us maintain our high standards of pupil behaviour, we would ask that all parents and visitors behave with respect towards pupils and staff when in our school buildings or in the playground. This means being polite and not using raised voices or any other unacceptable behaviour.

We appreciate that sometimes, visitors or parents may be frustrated and angry and this can lead to them getting cross or demonstrating some aggression, towards school staff. The school expects its 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 staff have the right to work without fear of violence and thus we will not tolerate instances of verbal or physical abuse on our premises.

Because we understand that there are some rare cases where frustrations get out of hand, we have outlined below the steps that we will, take on these occasions.

## **BEHAVIOUR**

We regard the behaviours below as being unacceptable in our school. This is not an exhaustive list but seeks to provide illustrations of unacceptable behaviour.

- Shouting at staff, either in person or over the telephone.
- Physically intimidating a member of staff e.g. by standing very close to him / her
- Verbal abuse or making personal comments i.e. "You are..."
- The use of aggressive hand gestures e.g. two fingers raised
- Threatening school staff

- Shaking or holding a fist towards another person
- Writing abusive comments about a member of staff
- Swearing at a member of school staff
- Pushing
- Hitting, e.g. slapping, punching or kicking
- Spitting
- Racist or sexist comments
- Breaking the school's security procedures

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

## **PROCEDURE**

These are the steps that will be taken by the school in those rare cases where a parent or member of the public behaves in an unacceptable way towards a member of our school staff.

1. The head teacher or an appropriate member of the senior staff will seek to resolve the situation through discussion and mediation as soon as is possible following the incident.
2. During the discussion with the parent /visitor, they will be given a copy of the School's complaints procedure and encouraged to use this if the situation cannot be resolved by the initial discussion.
3. If a complaint is received following the discussion meeting with the Head teacher / senior staff member, because the discussion has not resulted in the parent / visitor being satisfied with the outcome, the complaint will be dealt with through the normal complaints process.
4. In the unlikely event that the unacceptable behaviour is repeated, or continues, or where there is an extreme act of violence, a parent or carer may be banned by the head teacher / Chair of Governors from the school premises for a week prior to review by the Governing Board.

## **PROCEDURE FOR BANNING A PARENT / VISITOR**

Prior to being banned the following steps will be taken:

1. The parent / visitor will be warned, in writing, that s / he is banned from the premises for a week and the dates of the ban made clear.

2. The letter will also make clear what will happen if the ban is breached, e.g. that police involvement or an injunction may follow.
3. Where the ban is as the result of an assault on a member of staff a statement indicating that the matter has been reported to the Local Authority, the Chair of Governors and the Police will be included.
4. Where appropriate, arrangements for children to be delivered to and collected from the school gates will be clarified in the letter.
5. Following the letter being issued, the Chair of Governors will be informed of the ban.
6. At the end of the week's ban, the Chair of the Governing Board will invite the parent to attend a meeting to discuss the situation with a view to resolving the situation speedily.
7. Following that meeting the ban will either be lifted, upon signed promises of future good behaviour, or will continue for a period of up to one month.
8. At the end of any renewed ban, two governors will invite the parent to a meeting to discuss how the situation can best be resolved for the future.
9. In exceptional circumstances the Head teacher may request the Chair for a ban lasting longer than one week in the first instance.

No meeting at the school may be electronically recorded without the express permission of all parties, and that information obtained without such permission will not be admissible in any proceedings.

In this guidance, the definition in the Education Act 1996 of the word parent is somewhat extended and includes an individual who has care of the child whether or not s/he is the natural parent or has parental responsibility for the child. This includes step parents. Where an individual does not fall within this broad definition, the principles of this guidance should still be applied.

## **CONCLUSION**

Children learn best when there is a positive partnership between home and school. Staff make every effort to work in harmony with parents for the benefit of pupils. However this is only possible where parents behave in accordance with our expectations.

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.