**ST NEOT PRIMARY SCHOOL AND NURSERY**

**PARENTAL BEHAVIOUR POLICY**

**Rationale**

At St Neot Primary School we believe staff, parents and children are entitled to a safe and protective environment in which to work. Behaviour that will cause harassment, alarm or distress to users of the premises is contrary to the aims of the school.

**Aims**

We aim that all members of the school community treat each other with respect

**Expectation**

Our expectation is that adults set a good example to children at all times, showing them how to get along with all members of the school and the wider community

We expect that no members of staff, parents or children will be the victims of abusive behaviour or open to threats from other adults on the school premises or over the phone.

Physical attacks and threatening behaviour, abusive or insulting language verbal or written, to staff, governors, parents and carers, children and other users of the school premises will not be tolerated and will result in withdrawal of permission to be on school premises.

Any parent who is asked to leave the school premises will have the right to appeal the decision by writing to the Chair of Governors

Please note that incidents of rudeness will be logged with the Chair of Governors.

**Types of behaviour that are considered serious and unacceptable and will not be tolerated towards any member of the school community:**

# Parents, carers and visitors conduct:

We expect all members of the community to follow these principles:

* Respect the caring ethos of our school and our School Values.
* To work together with teachers and other members of school staff for the benefit of our pupils.
* All members of the school community should be treated with respect and, therefore, we must all set a good example in our own speech and behaviour.

# In order to support a safe and peaceful school environment, the school cannot accept parents, carers or visitors exhibiting the following behaviour:

* Any kind of threat
* Any kind of insult that is meant to demean, embarrass or undermine
* Any kind of conduct which undermines the safe and calm environment in a school, either in a school office, classroom, around the school site, immediately outside the school or on a school playing field. (This includes parents entering the school without a member of staff being present)
* Raising of voice so as to be intimidating
* Using loud or offensive language, such as swearing, or displaying an unacceptable amount of anger and aggression.
* Threatening physical violence to a member of the school community (including other parents or carers).
* Damaging school property.
* Abusive telephone calls, emails, letters or other forms of written communication.
* Defamatory comments about school staff or governors (including on social media sites).
* The use of physical aggression towards another adult (including parents or carers) or child. This includes physical punishment of your own child.
* Approaching someone else’s child in order to chastise them.
* Any other behaviour (can be face-to-face contact, on the telephone or written communication) which makes a member of staff or pupil feel threatened

*The Public Order Act 1986 defines “disorderly conduct” as: verbal abuse, threatening abusive or insulting words or behaviour or any disorderly behaviour whereby a person is caused alarm, harassment or distress. “Threatening behaviour” is when a person fears that violence, or threat of violence, is likely to be provoked.*

*In a school context this could mean someone shouting at a member of staff, either in person or on the phone; acting aggressively, including using intimidating body language, as well as actual violence. It also covers comments posted on social networking sites or situations where members of staff are approached off school premises.*

**Unacceptable behaviour may result in the Police being informed**

The school reserves the right to take any necessary actions to ensure that members of the school community are not subjected to abuse, reserving the right to terminate a telephone call or decline to meet an individual in person, and that further communication would be in writing at the discretion of the headteacher and/or chair of governors.

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.

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 may 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.

Parents have the right of appeal by writing to the Chair of Governors within ten days of permission to enter the school premises being withdrawn.

# Recording incidents:

Any incident must be recorded by email or written communication to the Headteacher:

* Trespass
* Verbal abuse
* Sexual or racial abuse
* Threats
* Aggression
* Physical violence
* Intentional damage to personal property or the school’s property
* Any racist comments
* Any injuries to staff or children

# Procedure for dealing with abusive parents, carers or visitors

**Step 1 - Letter to explain what is considered acceptable behaviour (see Appendix A)**

The Headteacher will send a letter to the adult(s) involved. It will be put to them that such behaviour is unacceptable and an assurance will be sought that such an incident will not be repeated. It will be stressed on this occasion that repetition of such an incident will result in further more serious action being taken.

*If the Headteacher has been subject to abuse, this will be done by the Chair of Governors (or other appointed governor, if the Chair is involved in the incident in any way).*

At any stage, the school may report serious incidents of abusive and threatening behaviour to the Local Authority. The school has a statutory responsibility to report any racist or discriminatory incidents to the Local Authority. Any act of actual or threatened violence will be referred to the police immediately.

NB: Any incidents of violent conduct would immediately proceed to step 5.

# Step 2 – Written warning with an invitation to discuss events

If a second incident occurs involving the same person or persons, the Headteacher will write to the adult(s) informing them once again that this conduct is unacceptable and invite them in to discuss the events.

*As for Step 1, if the Headteacher has been subject to abuse, this will be done by the Chair or other appointed governor.*

# Step 3 – Final written warning informing parents of imposed conditions

If a third incident occurs involving the same person or persons, the Headteacher will write to inform the adult(s) of the school’s

decision to impose conditions that restrict their access to the school (this includes a complete ban).

# Step 4 - Letter from Chair of Governors to confirm or overturn Headteacher’s decision

The Chair of Governors (or other appointed governor) will write to the adult(s) giving a final decision to either impose the conditions set out in Step 3 or to overturn the decision.

# Step 5 – Involvement of the police

Any act of actual or threatened violence will be referred to the police immediately.

Furthermore, if following a decision to ban a person from the school premises, that person nevertheless persists in entering school premises and is displaying unreasonable behaviour, such a person may be removed from the school premises as a trespasser under Section 547 of the Education Act 1996 and charged with an offence under the Public Order Act 1986.

All parents/carers, even if excluded from school premises, have a right to seek an appointment to speak to school staff about their

child’s educational progress.

# Monitoring

Behaviour of parents, carers and visitors will be monitored by the Headteacher and Senior Leadership Team

# Review and Evaluation of the Policy

The policy will be reviewed in line with the governors’ policy review schedule or to reflect any curriculum/practice changes that take place within school or externally.

# Appendix A - Letter to explain what is considered acceptable behaviour (Step 1)

Dear,

I have received a report about your conduct at the school on (enter date, time or details). This appears to fall far short of what we would expect of a parent/carer/visitor at St Neot Primary School.

(Add factual summary of the incident and its effect on staff, pupils and other parents).

I must inform you that the governing body will not tolerate aggression towards members of the school community and will act to protect its staff and pupils from any form of abuse or intimidation. I should warn you that any future conduct could result in the school imposing conditions restricting your access to the school or banning you from contacting or attending the school altogether.

I wish to give you the opportunity to give me any written comments regarding the report about your conduct. These comments may include any assurances you are prepared to give about your future good conduct.

Details of our policy on dealing with abusive parents can be found on our website. Yours sincerely,

Headteacher