



Edited and Reviewed by E Black: July 2024

Next Review: July 2027

Introduction and Rationale

This policy links to our school aims and values:

- We want children and staff to enjoy coming to school and feel safe, healthy and confident
- We want visitors to remark on the happy atmosphere in the school, the fabulous 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, the local and wider community, and the Local Authority

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.

The majority of parents, carers and others visiting school are keen to work with us and are supportive of our school. However, a tiny minority of parents could have a negative attitude towards the school and sometimes, this can result in aggression, verbal and/or physical abuse 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 abuse and the right, in extreme cases, of appropriate self-defence.

The school expects parents and other visitors to behave in a reasonable way towards school staff. This policy outlines the steps that will be taken where parents' behaviour is unacceptable.

Behaviour

Types of behaviour that are considered serious and unacceptable and will not be tolerated.

This is not an exhaustive list but seeks to provide illustrations of unacceptable behaviour:

- Shouting at school staff, either in person or over the telephone.
- Physically intimidating a member of staff eg: standing very close to him/her
- Verbal abuse, making personal comments, eg: You are...
- The use of aggressive hand gestures eg: two fingers raised, pointing closely and directly at another person
- Threatening school staff
- Shaking or holding a fist towards another person
- Writing abusive comments about a member of staff eg: he/she is an idiot
- Swearing at a member of school staff
- Pushing

- Hitting, eg: slapping, punching or kicking
- Spitting
- Racist or sexist comments
- Breaking the school's security procedures
- Writing aggressive emails
- Inappropriate or aggressive comments on social media platforms

Unacceptable behaviour will result in Gloucestershire County Council and the Police being informed of the incident.

Procedure

When a parent or member of the public behaves in an unacceptable way towards a member of our school staff, the headteacher or appropriate senior staff, 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 continue, or where there is an act of violence, a parent or carer may be banned by the headteacher from the school premises for a period of time, subject to review.

Prior to being banned the following steps will be taken:

1. The parent will be warned, in writing, that s/he is banned from the premises, subject to review, and what will happen if the ban is breached, eg: that an injunction may follow.
2. Where an assault has led to a ban, a statement indicating that the matter has been reported to Gloucestershire County Council and the Police will be included.
3. The Chair of Governors will be informed of the ban.
4. Where appropriate, arrangements for children being delivered to, and collected from the school gate will be clarified.

Conclusion

Children learn best when there is a positive partnership between home and school. Whilst every effort will be made to work with parents, this will only be possible where parents behave in an acceptable way. Unfortunately, where a parent's behaviour is either unacceptable or serious it will not be possible to continue working with him/her and, as a final resort, legal action may be taken.

The school will take action where behaviour is unacceptable or serious and breaches our homeschool code of conduct or health and safety legislation. This policy will be reviewed by the Headteacher and Chair of Governors every three years, or earlier if considered necessary. Any major changes will be reported to the Full Governing Board.