



1. Introduction

Priory CE Primary School is a Rights Respecting School and 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 vast majority of parents, carers and other visitors to the school are keen to work with us and are supportive of the school. However a small amount of parents have a negative attitude towards school sometimes and this can result in aggression, verbal and/or physical abuse towards school staff. **All staff have the right to work without fear of aggression, abuse and violence.**

Parents, carers and visitors are also expected to treat pupils and other parents, carers and visitors with respect at all times.

This policy outlines the steps that will be taken when a parent's, carer's or other visitor's behaviour is unacceptable.

2. Behaviour

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

- Shouting at school staff either in person or on the telephone
- Using an aggressive tone either in person or on the telephone
- Swearing at school staff either in person or on the telephone
- Use of aggressive hand gestures e.g. pointing towards someone's face, raising two fingers, shaking a fist
- Physically intimidating a member of staff e.g. standing too close to them
- Threatening staff or making an implied threat
- Making abusive/derogatory comments about staff either to them directly or to another member of staff
- Writing abusive/derogatory comments about the school or staff in letters, notes, Class Dojo, social media
- Including the name of a member of staff in a negative comment on social media
- Sexist or racist comments
- Physical violence

This is not an exhaustive list but seeks to provide illustrations of unacceptable behaviour towards parents, carers, other visitors and pupils:

- Shouting
- Using an aggressive tone
- Swearing
- Use of aggressive hand gestures e.g. pointing towards someone's face, raising two fingers, shaking a fist
- Physically intimidating a parent, carer, visitor or pupil e.g. standing too close to them
- Threatening or making an implied threat
- Making abusive/derogatory comments to them or about
- Sexist or racist comments
- Physical violence

3. Procedure

When a parent, carer or member of the public behaves in an unacceptable way the Headteacher or another Senior Leader must be informed immediately. They will seek to resolve the situation and mediation will be used where possible. An aggressive parent/carer may be asked to leave the premises and phone calls may be terminated. All incidents will be recorded on our online system.

The Headteacher or other Senior member of staff will advise the parent, carer or visitor that a specific behaviour is unacceptable. A formal verbal or written warning will be given in the first instance. If the behaviour continues following this a final written warning will be provided informing that a ban will be considered by the Governing Body if the issue continues. If the behaviour continues a parent, carer or visitor may be banned from the school premises and the Police may be informed.



Where there is an extreme act of abusive behaviour, the process of warnings would not necessarily take place. A parent or carer may be banned from the school premises and the Police informed immediately.

Any ban would be agreed with the Governing Body, a period of time set and a review of the ban planned. The parent/carers, or visitor will be informed in writing, that they are banned from the premises, subject to review. They will be given information regarding the review date and arrangements during the ban e.g. alternative collection and drop off of children.

The Governing Body will be regularly informed of all incidents, monitor the frequency and severity of incidents and take appropriate action.

All staff and other adults have the right to pursue individual cases through the legal system.

4. Complaints

If you wish to make a complaint, please refer to the 'Complaints Policy' and follow the correct procedures.

5. Links to other Policies

- Complaints Policy

6. Monitoring and Review

The whole school community shares a responsibility in the successful implementation of this policy. The Headteacher and Governing Body are responsible for reviewing the implementation and effectiveness of this policy. The policy will be reviewed every two years or earlier if necessary.

Policy Author: Pam Keen

Policy Approved By: Edwin Lewis (Chair of Governors)

Responsible Committee: Full Governing Board

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