



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, on some occasions, unacceptable behaviour is directed at school staff. **All staff have the right to work without fear of aggression, abuse and violence, so unacceptable behaviour will not be tolerated.**

Parents, carers and visitors are also expected to treat pupils, other parents, carers and visitors with respect at all times. Any instances of unacceptable behaviour, on our school site, should be referred to leaders who will deal with the issue and who may report the incident to the Police.

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. Instances can occur face to face, on the telephone, or via email/Dojo/social media and all will be considered under this policy.

- Recording conversations without consent. (See Parent/Carer Acceptable Use Agreement)
- Making defamatory comments about staff either to them, other people, or publicly in any medium. Some incidents can lead to legal action being taken by individual staff members' e.g. Naming staff on Social Media
- Physically intimidating a member of staff e.g. standing too close to them, refusing to leave the school premises
- Shouting, ranting or swearing.
- Threatening staff or making an implied threat including threats of violence, threats of legal action, threats of having someone removed from their job
- Using an aggressive or deliberately intimidating tone
- Using aggressive hand gestures e.g. pointing towards someone's face, raising two fingers, shaking a fist
- Sexist, racist or homophobic comments
- Any form of physical violence

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

- Shouting, swearing, using an aggressive tone
- 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
- Sexist, racist or homophobic comments
- Any form of physical violence

3. Procedure

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

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 usually be given in the first instance.

If the behaviour is repeated following this a ban from the premises, from verbal conversations with staff, from written communication with staff and/or from Dojo will be considered and the Police may be informed/involved.

Priory CE (C) Primary School: Policy on Unacceptable Behaviour of Visitors

Where there is a serious act of abusive behaviour, the process of a warning would not necessarily take place. A parent or carer may be banned from the school premises or any form of communication with staff without warning and the Police may be involved/informed.

The Governing Board will be informed of all bans and will be provided with evidence. A ban from Dojo, email, or verbal communication will be permanent as we will not risk further exposing our staff to and form of abusive communication.

Any ban from the premises would be agreed with and implemented by the Governing Board. Usually the ban will be for a set period of time set and a review planned. The parent/carers, or visitor will be informed in writing, and will be given information regarding the review date and arrangements during the ban e.g. alternative collection and drop off of children. In extreme situations e.g. serious or repeated conduct issues the ban may be made indefinitely.

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
- Acceptable Use Agreement (ICT)

6. Monitoring and Review

The whole school community shares a responsibility in the successful implementation of this policy. The Headteacher and Governing Board 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

Responsible Committee: Full Governing Board

Date of Review: June 2024