



## WELTON PRIMARY SCHOOL

### POLICY ON MANAGING INAPPROPRIATE, RUDE AND AGGRESSIVE BEHAVIOUR FROM PARENTS AND VISITORS TO OUR SCHOOL

#### **Statement of principles**

The Governing Body of Welton Primary School encourages close links with parents and the community. It believes that pupils benefit when the relationship between home and school is a positive one.

The vast majority of parents, carers and others visiting our school are keen to work with us and are supportive of the school. However, on the rare occasions when a negative attitude towards the school is expressed, this can result in inappropriate rudeness, aggression, verbal and/or physical abuse towards members of school staff or the wider school community.

The Governing Body expects and requires its members of 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 members of staff have the right to work without fear of violence and abusive behaviour, and the right, in an extreme case, of appropriate self defence.

We expect parents and other visitors to behave in a reasonable way towards members of school staff. This policy outlines the steps that will be taken where behaviour is unacceptable.

Types of behaviour that are considered unacceptable and/or serious will not be tolerated include:-

- Shouting at members of the school staff, either in person or over the telephone;
- Physically intimidating a member of staff, eg standing very close to him/her, raising voice, aggressive tone;
- The use of aggressive hand gestures;
- Threatening behaviour;
- Offensive or abusive comments made online;
- Undermining staff and school expectations, authority and home-school agreement;
- Disrespectful and rude attitude/behaviour towards staff;
- Whilst in formal and informal meetings, inappropriate comments about the school and staff in front of pupils;
- Physical Aggression.

This is not an exhaustive list but seeks to provide illustrations of such behaviour.

## **Procedure to be followed**

Parents will be reminded annually of the contents of the home-school agreement (Appendix 1). The home-school agreement explains:-

- The school's aims and values
- The school's responsibilities towards its pupils;
- The responsibility of each pupil's parents; and
- What the school expects of its pupils.

Serious breaches of the agreement will be dealt with as follows:-

If a parent/carer behaves in an unacceptable way towards a member of the school community, the Head Teacher or appropriate senior staff will seek to resolve the situation through discussion and mediation. If necessary, the school's complaint procedures should be followed. Where all procedures have been exhausted, and inappropriate behaviour continues, or where there is an extreme act of violence, a parent or carer may be banned by the Head Teacher from the school premises for a period of time, subject to review and the police may be involved.

In imposing a ban the following steps will be taken:-

1. The parent/carer will be informed, in writing, that she/he is banned from the premises, subject to review, and what will happen if the ban is breached, eg that police involvement or an injunction application may follow.
2. Where an assault has led to a ban, a statement indicating that the matter has been reported to the Local Authority and the police will be included.
3. The Chair of Governors / Local Authority will be informed of the ban.
4. Where appropriate, arrangements for pupils being delivered to, and collected from, the school gate will be clarified.

## **Conclusion**

The Local Authority itself may take action where behaviour is unacceptable or there are serious breaches of our home-school agreement or health and safety legislation. 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.

This Policy will be reviewed annually.

Signed \_\_\_\_\_

On behalf of the Governing Body

Date \_\_\_\_\_

## Appendix 2

### Model letter inviting a parent to attend a meeting to discuss offensive or threatening comments made online

Dear [parent/carer name(s)]

It has been drawn to my attention that you may have recently made comments online on Facebook [or other site] relating to an event [or events] you believe to have taken place in this school.

I am very concerned about the tone of comments made and their abusive inappropriate and/or threatening nature. It is important that if you have concerns that you raise them with me in the first instance.

To move forward we should meet to discuss this matter informally in an open and constructive manner. I invite you to contact me at your earliest convenience to arrange an appointment. My colleague [insert name and role] will be present to act as note-taker and you may also be accompanied by a family member or friend. I must emphasise, however, that the conversation must remain confidential.

I look forward to hearing from you.

Yours sincerely

Mrs N Pidgeon

Head Teacher