



# **Dealing with Unacceptable Behaviour from Parents and Visitors**

**Reviewed December 2017**

## **STATEMENT OF INTENT**

Each academy within the Trust will endeavour to quickly resolve any concerns or complaints raised by parents. However, this will only be done in a climate of mutual respect.

**The Trust has a zero tolerance towards aggressive and abusive behaviour towards staff.**

The Trust encourages close links with parents and the community. We believe that pupils benefit when the relationship between home and school is a positive one. The vast majority of parents, carers and others visiting the school are keen to work with us and are supportive.

Unfortunately, as we too often read in the media these days, there exists a tiny minority of parents who have, for one reason or another, a negative attitude towards a school which can result in aggression, verbal and/or physical abuse towards school staff. This is simply unacceptable.

The Trust 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 or abuse.

The Trust expects parents and other visitors to behave in a reasonable, polite and respectful way towards all staff and will not tolerate verbal or physical abuse of any nature under any circumstances.

The school reserves the right to take any necessary actions to ensure that members of the school community are not subjected to such behaviour. This policy outlines the steps that will be taken where parents' behaviour is deemed to be unacceptable.

## **BEHAVIOUR**

### **Examples of behaviour that are considered unacceptable and will not be tolerated**

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

- Threats of any nature towards staff
- Shouting and/or use of bad language towards staff, either in person or over the telephone.
- Use of insulting or defamatory language
- Speaking to staff in an aggressive manner.
- Physically intimidating a member of staff e.g., standing very close to him/her, encroaching on personal space, jabbing, pointing, shaking of fists, etc.
- Writing abusive comments about a member of staff
- Racist or sexist comments
- Breaking the academy's security procedures

## **ACTIONS:**

The immediate consequences of unacceptable behaviour will be a fixed term ban from the school premises for a minimum period of four working weeks.

Further action may include the Police being informed of the incident and a request for a Harassment Order or an injunction to be imposed.

Rude and/or abusive emails will, in addition to the above, result in the blocking of all future email from the source and further action may be invoked. Rude or abusive 'phone calls will result in a similar response.

The school is not responsible for the organisational arrangements for children in these circumstances; it is for parents to provide alternative arrangements for bringing children to school

## **STEPS:**

1. The parent will receive written confirmation that s/he is banned from the premises, subject to review, and what will happen if the ban is breached, e.g., that an injunction may follow. This may include restrictions to other forms of communication, for example, the use of a third party.
2. Where an assault has led to a ban, a statement indicating that the matter has been reported to the Police will be included.
3. The Chair of the Board of Directors will be informed of the ban.
4. Where appropriate, arrangements for pupils being delivered to, and collected from the school gate will be clarified.

## **4 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 will be taken.

The Trust will always take action where behaviour is unacceptable or serious, without exception, or where it breaches our home-school code of conduct or health and safety legislation.

Further guidance is available in the DfE publication School Security Advice, and can be found on the DfE website:

<https://www.gov.uk/government/organisations/department-for-education>

*Revised December 2017*