



The Federation of Bishop Sutton and Stanton Drew Primary Schools

Policy on managing unacceptable behaviour from parents, carers and visitors to our school

Statement of principles

The Local Governing Body of Bishop Sutton and Stanton Drew Primary Schools encourages and promotes 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 aggression, verbal and or physical abuse towards members of school staff or the wider school community.

All members of staff have the right to work without fear of violence and abuse, and the right, in an extreme case, to use appropriate self-defence.

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.

We expect parents, carers and other visitors to behave in a reasonable way towards members of school staff both in person and on social media and other forms of technology. We also expect parents/carers to model appropriate behaviour to their own children and also to other children who may be in the vicinity when parents are talking with staff. It is unacceptable for children to be frightened or worried by any incidents that they witness.

This policy outlines the steps that will be taken where behaviour is unacceptable. Types of behaviour that are considered serious and unacceptable and will not be tolerated:

- shouting at members of the school staff, either in person or over the telephone
- verbally abusing members of school staff either in person or online
- physically intimidating a member of staff, e.g. standing very close to her/him
- the use of aggressive hand gestures
- threatening behaviour
- shaking or holding a fist towards another person

- swearing
- any use of physical behaviour e.g. hitting/pushing/slapping/kicking/spitting
- breaching the school's security procedures
- refusing to carry out reasonable requests from school staff to ensure the safety of all

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

When parents, carers and other visitors are on school site, we also expect that they behave a reasonable way towards other parents, carers and visitors.

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

- shouting at/verbally abusing another person
- physically intimidating another person e.g. standing very close to her/him
- the use of aggressive hand gestures
- threatening behaviour
- shaking or holding a fist towards another person
- swearing
- any use of physical behaviour e.g. hitting/pushing/slapping/kicking/spitting
- breaching the school's security procedures

Unacceptable behaviour may result in the CEO/Trustees of Lighthouse Schools Partnership and the police being informed of the incident.

Procedure to be followed

If a parent/carer behaves in an unacceptable way towards any member of our school community (including staff and the wider community) the head teacher or appropriate senior staff will seek to resolve the situation through discussion and mediation. If necessary, the LSP complaints procedures should be followed.

Where all procedures have been exhausted, and aggression or intimidation continue, 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.

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, e.g. 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 Lighthouse Schools Partnership and the police will be included

3. The chair of governors/CEO 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 Lighthouse Schools Partnership may take action where behaviour is unacceptable or there are serious breaches of health and safety legislation.

In implementing this policy, the school will, as appropriate, seek advice from the Lighthouse Schools Partnership, health and safety and legal advisers, to ensure fairness and consistency.

Policy Review

This policy is reviewed every 2 years.

Last reviewed on:	Reviewed by SLT on 19 th September 2024 and Chair of Governors on 23 rd September 2024;
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Next review due by:	October 2026
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