



MICKLEOVER PRIMARY SCHOOL

Name of Policy: Dealing with Unacceptable Behaviour from Parents/Carers and Visitors Policy

Date of Policy: March 2023

Member of Staff responsible: Mrs Lynne Gerver

Review date: March 2026

Signature: _____ **Chair of Governors**

Date Approved: _____

At Mickleover Primary School

We are:

Motivated to learn

Proud of our achievements

Successful and skilled for life



DEALING WITH UNACCEPTABLE BEHAVIOUR FROM PARENTS/CARERS AND VISITORS POLICY

STATEMENT OF INTENT

Mickleover Primary School will endeavour to quickly resolve any concerns or complaints raised by parents/carers, however this will only be done in a climate of mutual respect.

School will not tolerate any instances of aggressive and abusive behaviour towards staff.

Mickleover Primary School encourages and fosters close links with its families 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 and we value this.

At Mickleover Primary School, we expect our staff to behave professionally in these difficult situations and to attempt to defuse the situation where possible, seeking the involvement of other colleagues where necessary. However, all staff have the right to work without fear of abuse, aggression or threat.

We expect parents/carers and other visitors to school, to behave in a reasonable, polite and respectful way towards all staff and we will not tolerate verbal or physical abuse of any kind, under any circumstances, including in person, by phone, in a remote meeting or in writing by letter or email.

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 may be taken where parents/carers behaviour is considered to be unacceptable.

BEHAVIOUR

Examples of behaviour that are considered unacceptable and will not be tolerated are suggested below. This is not an exhaustive list but seeks to provide illustrations of unacceptable behaviour.

- Threats of any kind towards staff
- Use of bad language towards staff, either in person, on the telephone or in writing
- Raising your voice in person or by phone
- Use of insulting or defamatory language or remarks
- 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
- Discriminatory remarks including racism or sexism
- Breaching the school's security procedures

SOCIAL MEDIA

If slanderous or abusive messages appear on any social media sites, where this happens, we will address these immediately with a request to contact school directly. We will endeavour to resolve any issue raised through our complaints procedure. If slanderous/abusive messages continue we will seek legal action against the complainant.



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 where such impositions have been made; it is for parents to provide alternative arrangements for bringing children to school.

Parents/carers should be aware that emails and phone calls are monitored.

If a physical ban is in place:

- a) The parent/carer will receive written confirmation that they are 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.
- b) If the abuse/aggression has been verbal by phone/online only, this method of communication may be suspended for a defined period of time. This will be confirmed in writing.
- c) Where an assault has led to the ban, this will be reported to the police and action pursued.
- d) The Chair of Governors will be informed of any ban.
- e) Where appropriate, arrangements for pupils being delivered to, and collected from the school gate and/or future methods of communication will be clarified.

CONCLUSION

Children learn best when there is a positive partnership between home and school. Whilst every effort will be made to work with parents/carers, 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.

Mickleover Primary School will always take action where behaviour is unacceptable or serious, without exception, or where it breaches our safeguarding 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>.