

Stanstead Primary School

Parent/Carer/Visitor Code of Conduct Policy



We are committed to safeguarding and promoting the welfare of our children and expect all staff to share this commitment. Our Safeguarding and PREVENT policies are integral to all other policies and practice and form part of our school life. Our aim is to ensure our children are safe at all times.

Review Date June 2019



This is a 'No phone school' therefore please do not use your mobile phone on the premises

Statement of intent

Stanstead Nursery and Primary School encourages close links with parents and the community. We believe that pupils benefit when the relationship between home and school is a positive one. This view is one that is shared by other stakeholders within our community, as identified through our parental surveys.

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 affect the positive ethos and atmosphere on the playground and around the school, thus making parents feel uncomfortable and threatened.

Using aggression, threatening behaviour, verbal and or physical abuse (swearing) towards a member of the school community is not acceptable and Nottingham City Council takes a strong line when dealing with abuse toward their employees. This could be parent to parent, parent to staff, parent to another family's child, and visitors to the school.

Our school expects and requires staff to behave professionally in these difficult situations, and to attempt to defuse the situation where possible, seeking the involvement as appropriate of other colleagues. However, all members of the school community have the right to work without fear of violence and abuse, and the right in an extreme case, of appropriate self defence.

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

Types of behaviour that are considered serious and unacceptable and will not be tolerated towards any member of the school community:

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

- Shouting, either in person or over the telephone
- Speaking in an aggressive/threatening tone
- Physically intimidating, e.g. standing very close to her/him
- The use of aggressive hand gestures/exaggerated movements
- Physical threats or verbal threats
- Shaking or holding a fist towards another person
- Swearing in person or over the phone
- Pushing
- Defamation of character of any staff member or the school, in general - in person or on Facebook, Twitter or any other online mechanism.
- Snatching equipment, pulling, taking without consent
- Hitting, e.g. slapping, punching or kicking
- Spitting
- Racist or homophobic or cultural or sexist comments
- Breaking the school's security procedures

Only the victim can decide if a person is being aggressive or threatening, the perpetrator cannot decide that for an individual. If a member of staff makes a formal complaint to the headteacher about

someone's behaviour it will be addressed. Any threatening behaviour may result in the Police being informed of the incident.

Procedures

When a parent/carer or member of the public behaves in an unacceptable way during a telephone conversation, staff at the school have the right to terminate the call. The incident will be reported by staff to the Senior Management Team. The school reserves the right to take any necessary actions to ensure that members of the school community are not subjected to verbal abuse. The school may warn the aggressor, ban them from the school, and/or contact the police.

When a visitor behaves in an unacceptable way in person towards a member of the school staff a member of the Senior Management Team will seek to resolve the situation through discussion and mediation. If necessary, the school's complaints procedure should be followed. Where all procedures have been exhausted, and aggression or intimidation continues, or where there is an extreme act of violence, the discussion will be terminated and the visitor will be asked to leave the school immediately. The police will be called if necessary. A visitor may also be banned from the school premises for a period of time, which will be determined by the school. Prior to being banned the following steps will be taken

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.

- The Chair of Governors will be informed of the ban.
- Incidents of verbal or physical abuse towards staff will result in the police being informed, and may result in prosecution.

Conclusion

If a parent/carer/visitor is intimidating, threatening or aggressive towards a member of the school community any interaction will be terminated immediately and the person will be instructed to leave the premises. Further action may be taken by the school.

Stanstead Nursery and Primary School will take action where behaviour is unacceptable or serious and breaches our related policies.

POWER TO BAR ABUSIVE PARENTS

Sometimes aggressive or abusive behaviour from a parent can present a risk to staff and children.

School premises are private property and parents will generally have permission from the school to be on school premises. However, in cases of abuse (swearing) or threats to staff, pupils or other parents, schools may ban parents from entering the school grounds.

It is also an offence under section 547 of the Education Act 1997 for any person (including a parent) to cause a nuisance or disturbance on school premises. The police may be called to assist the school in removing a parent but local authorities and governing bodies may also authorise a person to remove a person if they have reasonable cause to believe that the person is causing a nuisance or a disturbance.

. A parent who has been banned from entering school premises is trespassing if he or she does so without permission