



**St. Mary's C of E Primary School, Timsbury**

**Parent and Visitor Behaviour and Conduct Policy**

**1. Introduction**

- 1.1 St Mary`s C. of E. Primary School takes seriously its responsibility to ensure the safety of the school community and aims to work in partnership with parents in the best interests of the children and wider school community
- 1.2 The school governing body is responsible for ensuring the safety of the school community. The Department for Education advises that schools should have a written policy setting out the behaviour expected of parents/visitors and the procedures to be followed in the event that an individual is barred from school premises.
- 1.3 Aggressive, threatening, abusive or insulting behaviour, or inappropriate strong language from a parent/visitor presents a risk to staff, pupils and the wider school community. It is sufficient for a member of staff or a pupil to feel threatened in order to take action and schools have the power in common law to bar the parent from the premises.
- 1.4 The Parent and Visitor Behaviour policy should be read in conjunction with other relevant policies:
  - Communication Protocol
  - Anti-Bullying
  - Behaviour
  - Complaints
  - Confidentiality
  - Equality
  - Health and Safety
  - Safeguarding and Child Protection

This policy sets out expectations relating to the required standard of conduct of parents and visitors. The Head teacher should be informed of all incidents of unacceptable behaviour as soon as possible. If the head teacher is not available the incident should be reported to the deputy head teacher or assistant head teacher who will make a written note of the reported incident and inform the head teacher as soon as possible.

**2. Expectations:**

- 2.1 Adults set a good example to children at all times, showing them how to get along with all members of the school and the wider community.

- 2.2 Parents wishing to discuss an issue with a member of staff (other than passing on a routine message) should arrange a mutually convenient appointment via the school office, indicating the nature of the concern. It is not generally appropriate to demand an immediate response from a specific member of staff. Agreed meetings would normally be held within ten working days.
- 2.3 No members of staff, parents or children will experience abusive behaviour or threats from other adults on the school premises or via social network sites.
- 2.4 Physical aggression, intimidating and threatening behaviour, offensive language, prejudiced behaviours, abusive or threatening written communication to/about staff, governors and other users of the school premises - will not be tolerated. Such behaviours may result in the Police being informed and in withdrawal of permission to be on school premises.
- 2.5 Inappropriate use of social media – for example to defame, complain or campaign against the school, staff or other parents/pupils – may also result in the Police being informed and in withdrawal of permission to be on school premises
- 2.6 Incidents of rudeness will be logged and shared with the Chair of Governors.

### **3 Investigating incidents**

Every incident will be considered and investigated individually by the headteacher and in deciding what the appropriate course of action should be the headteacher has regard to the following considerations;

#### *Behaviour*

Was the parent/visitor verbally or physically aggressive, threatening or intimidating? Was this to school staff, pupils or visitors?

#### *Provocation*

Was the parent/visitor provoked in any way prior to their behaviour or do they claim to have been provoked?

The school will consider any other relevant factors including the risk of behaviour repetition.

### **4 Actions**

After evaluating all available information, and any other relevant factors, there are several actions the school may wish to take. These can include:

- *Clarifying to the parent what is considered acceptable behaviour by the school*

In some instances it may be appropriate to ensure the parent/visitor is clear about behaviour standards expected by the school. This may be explained at a meeting or through

written communication, however any verbal explanation should be followed by a written confirmation of the discussion and the standards of behaviour outlined in school policy.

- *Inviting the parent to a meeting to discuss events*

The safety and well-being of those attending such a meeting must be carefully considered. Members of school staff should be accompanied by at least one other colleague at any such meeting. The main points of discussion and any agreed actions should be noted, and a follow-up letter sent to confirm the school's expectations and any agreed actions.

- *Serve a notice of intent*

In the case of an incident which is significant but not severe the school may serve a notice of intent to bar the parent and invite the parent to make representations within 5 working days and then the head teacher will make a decision whether a bar is appropriate in consultation with their legal advisor (See Stage One Appendix 1).

- *Withdrawing permission and barring an individual from entering the school site*

In more serious cases of actual or threatened aggression/violence, or persistent abuse/intimidation, the head teacher will consider whether it is safe for the parent to continue to come onto the school site or enter the buildings and it may be appropriate to move to an immediate bar. The procedure for which is set out in section 6.

## **5 General Principles**

The general public has no automatic right of entry to school premises. Parents of enrolled pupils have an 'implied licence' to come onto the school premises at certain stated times. It is for the school to define and set out the extent of such access. The term "Parent" includes a child's natural parents, individuals with parental responsibility for the child or those who have care of the child.

Usually parental access to school premises will be by appointment, or by invitation to a school event. Parents (or someone nominated by the parent e.g. grandparent), are allowed into the school area, at the beginning and end of the school day to deliver and collect their child. The agreed school's approach on parental access will be made known to parents.

## **6 Procedure for barring an individual from school site**

Where the head teacher considers an incident to be severe or where there have been repeated warnings they may consider a bar to be necessary and should contact the B&NES legal department who will provide advice and assist in drafting the relevant correspondence on behalf of the school.

Schools proposing to implement a bar on a parent coming onto school premises should do so reasonably and proportionately taking into account the personal circumstances of the parent and the facts of the incident. A flowchart of the relevant procedure is contained in Appendix 1.

The head teacher will write to the parent setting out the reasons for the proposed ban i.e. details of the unacceptable behaviour and that they are barred from the school premises pending the outcome of a review by the headteacher and Chair of Governors in consultation with their legal advisor. The letter will give the person concerned 5 working days to respond with their views on the matter and in particular reasons why they should not be banned. (See Stage Two Appendix 1).

The bar will take effect immediately but the individual will be given an opportunity to make representations within 5 working days. At the end of this period the headteacher, Chair of Governors and legal advisor will consider the representations and decide whether to confirm or lift the ban (See Stage Three Appendix 1).

Consideration will be given to any practical issues resulting from the bar, in particular and where appropriate, to ensure that the pupil(s) of the parent can be properly accompanied to and collected from school and to ensure there can be an effective exchange of necessary information between the school and parent.

If a decision is made to confirm the bar a date will be given for a review of the ban, the review date will be at the discretion of the head teacher and Chair of Governors; however it should be for as short a period as is reasonable given the circumstances and not exceed three months.

The date for review will be set by the head teacher and Chair of Governors and the individual notified and invited to make any further representations. The conduct of the individual over the bar period will be reviewed along with representations received to determine whether the bar should be extended or lifted (See Stage Four Appendix 1).

## **7 Publicising the policy and procedure**

The parent and visitor behaviour and conduct policy and procedure relating to expectations of behaviour is widely available to parents and carers. Details of the policy are included in:

- Information given to new parents when their children join the school
- School prospectus
- School website

## **8 Next Steps for non-compliance**

If an individual continues to access school premises even where permission has been withdrawn or continues to behave inappropriately there are further options which can be considered and further advice will be sought from the school's legal advisor to determine the most appropriate course of action.

Date adopted by the Governing Body: July 2017  
Signed \_\_\_\_\_ Chair of Governors

Next reviewed: July 2020

**APPENDIX 1 – Procedure flowchart for unacceptable, significant and severe incidents**

