



Managing unacceptable behaviour of Parents/Carers and visitors at CtKCC Schools

Date: November 2022
Adopted: 23 November 2022
Review: May 2024

Statement of Principles

The Board of Directors of CtKCC actively encourages close links with parents and the community. It believes that learners 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. From time to time it is necessary for parents and the school to deal with problems relating to particular learners. It is important that discussions between parents and staff are conducted in a calm and respectful manner. In the vast majority of such situations, this is what happens. On rare occasions, aggression and verbal and or physical abuse is directed towards members of school staff or members of the wider school community.

The Board of Directors and the individual Local Governing Bodies (LGB) of each school, expect and require 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. However, all members of staff have the right to work without fear of violence and abuse, and the right, in an extreme case, of appropriate self-defence.

Violence, threatening behaviour and abuse against school staff or other members of the school community, including other parents and learners, will not be tolerated. All members of the school community have a right to expect that their school is a safe place in which to work and learn. There is no place for violence, threatening behaviour or abuse in our school.

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

Types of behaviour that are considered serious and unacceptable and which will not be tolerated in relation to members of staff, and other members of the community:

- shouting, either in person or over the telephone
- swearing, either in person or over the telephone/email
- constant emails and/or phone calls which amount to harassment and intimidation, despite the school's best efforts to address a situation

- inappropriate electronic activity including publishing abusive or inappropriate content with regards to CtKCC, the school, teachers or learners on social networking sites such as Facebook, Instagram, TikTok and Twitter or in email communication
- hitting, slapping, punching, kicking or pushing
- physical intimidation, eg standing unnecessarily close
- the use of rude or aggressive hand gestures, including shaking or holding a fist towards another person
- spitting
- breaching the school's safeguarding and security procedures

This is not an exhaustive list but seeks to provide illustrations of such behaviour. Whilst the use of such behaviour is unacceptable in all circumstances, each school will always endeavour to protect its staff and learners from being exposed to such behaviour.

Unacceptable behaviour may result in the police being informed of the incident.

Parental/Visitor Access to the School Premises

Normally parents/carers (and those with parental responsibility), plus visitors, are granted what is known as "limited licence" to visit the grounds and buildings of a school. Where there are serious concerns regarding the conduct of a parent/carer or visitor, and possible staff/learner safety, the Headteacher has the discretion to implement any or all of the following measures:

- initiate a meeting and/or dialogue with the individual;
- write to the visitor, describing their misconduct, explaining its impact on the school and stating why it is unacceptable;
- vary the person's "limited licence" to visit the grounds and buildings of the school, for example through the addition of specific conditions;
- warn of the possibility of a "ban" (i.e. the withdrawal of "limited licence" to visit the grounds and buildings of the school) if the misconduct is repeated;
- impose a ban with a review after a fixed period;
- impose a ban without review

Procedure to be followed

If a parent/carer or visitor behaves in an unacceptable way towards a member of the school community, the Headteacher and/or appropriate senior staff will seek to resolve the situation through discussion and mediation. If necessary, the school's complaints procedures should be followed by the parent/carer.

Banning from the school premises

Where all procedures have been exhausted, and aggression or intimidation continue, or where the circumstances otherwise require it, a parent/carer or visitor may be banned by the Headteacher 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 or visitor will be informed, in writing, that s/he is banned from the premises, subject to review, and what will happen if the ban is breached, for example 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 local police.
3. The LGB, CEO and the Board of Directors will be informed of the ban.
4. As appropriate Legal Advice will be sought.

5. As appropriate, arrangements for meetings at school regarding learners, and arrangements for learners being delivered to and collected from the school, will be clarified.

If a parent or carer behaves in an abusive manner via email or telephone.

Banning from direct communication via the telephone.

Where all procedures have been exhausted, and aggression or intimidation continue, or where the circumstances otherwise require it, a parent/carers or visitor may be banned by the Headteacher from using the telephone to contact the school.

In imposing a ban the following steps will be taken:

1. The parent/carers or visitor will be informed, in writing, that s/he is banned from the communication with the school via telephone, subject to review, and what will happen if the ban is breached, for example that police involvement or an injunction application may follow
2. The LGB, CEO and the Board of Directors will be informed of the ban.
3. As appropriate, Legal Advice will be sought.
4. As appropriate, arrangements for communicating with school regarding learners, will be clarified.

Banning from direct email communication with specific staff.

Where all procedures have been exhausted, and aggression or intimidation continue, or where the circumstances otherwise require it, a parent/carers or visitor may be banned by the Headteacher from using direct email communication with specific staff.

In imposing a ban the following steps will be taken:

1. The parent/carers or visitor will be informed, in writing, that s/he is banned from direct email communication with specific staff, subject to review, and what will happen if the ban is breached, for example that police involvement or an injunction application may follow
2. The LGB, CEO and the Board of Directors will be informed of the ban.
3. As appropriate, Legal Advice will be sought.
4. As appropriate, arrangements for communicating with school regarding learners, will be clarified.

Where the subject of the abusive language or behaviour is the Headteacher.

Where any of the behaviours described above are directed towards the Headteacher of the school and where all procedures have been exhausted, and aggression or intimidation continue, or where the circumstances otherwise require it, a parent/carers or visitor may be banned by the CEO and/or the Board of Directors, either/or from the school premises or from using the telephone to contact the school as appropriate.

In imposing a ban, the following steps will be taken:

1. The parent/carers or visitor will be informed, in writing, that s/he is banned from the school premises and/or communication with the school via telephone, subject to review, and what will happen if the ban is breached, for example that police involvement or an injunction application may follow
2. The LGB and Operations Manager will be informed of the ban.
3. As appropriate, Legal Advice will be sought.
4. As appropriate, arrangements for communicating with school regarding learners, will be clarified.

Conclusion

In implementing this policy, the school will, as appropriate, seek legal advice, and/or the advice of Diocese and Local Authority if necessary, to ensure fairness and consistency.