



Ore Village Primary Academy

Acceptable Behaviour of Parents and Visitors

Policy dated June 2016

Review date June 2019

This is the Ore Village Primary Academy Policy on acceptable behaviour of parents and visitors when communicating with, or on our school premises.

Ore Village Primary Academy encourages close links with parents and the community. Our pupils benefit when the relationship between home and school is a positive one.

The vast majority of parents, carers and other visitors to 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. This can sometimes be during a phone conversation or on the school site.

Ore Village Primary Academy expects and requires its staff to behave professionally in these difficult situations and attempt to diffuse the situation where possible, seeking the involvement as appropriate of other colleagues.

All members of staff have the right to work without fear of violence and abuse.

As such we expect parents and other visitors to behave in a reasonable way towards members of the school staff. This policy outlines the steps that will be taken where the behaviour of parents and visitors is unacceptable.

Section 547 of the Education Act 1996 makes it a criminal offence for a person who is on school premises without lawful authority to cause or permit a nuisance or disturbance.

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

- Shouting at members of school staff, either in person or over the telephone
- 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 or finger towards another person
- Swearing
- Pushing
- Hitting, e.g. slapping, punching, kicking
- Spitting
- Racist or sexist comments
- Breaching the school's security procedures
- Aggressive or threatening behaviour towards staff or their families via social media
- Making verbal threats to members of staff or their families.

Unacceptable behaviour may result in the Police being called.

If a parent/carer behaves in an unacceptable way towards a member of the school community, the Head Teacher or appropriate senior member of staff will seek to resolve the situation through discussion and mediation. If necessary, the school's complaints procedures should be followed. Where all procedures have been exhausted, and

aggression including swearing or intimidation continue the parent will be asked to leave the school site. If there is threatening behaviour or where there is an act of violence the Police will be called.

A parent or carer may be banned by the Head Teacher from the school premises for a period of time, subject to review, if they have behaved in an unacceptable manner.

When imposing a ban the following steps will be taken

1. The parent/carer will be informed, in writing, the reason she/he is banned from the premises and what will happen if the ban is breached.
2. Where aggressive behaviour, intimidatory behaviour, threatening behaviour or assault has led to a ban, a statement indicating that the matter has been reported to the police will be included.
3. The Chair of Governors will be informed of the ban.
4. Where appropriate, arrangements for pupils being delivered to, and collected from the school gate will be clarified.

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