



# **St Leonard's Church of England Primary School**

## **Managing Unacceptable Behaviour from Parents/Carers and Visitors**

Headteacher: Mrs Lindley  
Date Implemented: September 2024  
Date of Review: September 2025

## **1. Statement of intent.**

Langho & Billington CE Primary School, encourages and highly values close links with our parents, carers and the community. We believe that pupils benefit when the relationship between home and school is positive and supportive.

The vast majority of parents, carers and others visiting our school are keen to work with us and are appreciative and supportive of the school. However, on rare occasions when a negative attitude towards the school is expressed, this can result in unacceptable, verbal, written or physical abuse towards school staff.

Our school expects and requires its staff to behave professionally in these difficult situations and attempt to defuse the situation where possible, seeking the involvement of appropriate other colleagues. However, all staff have the right to work without fear of intimidation, threats or abuse in any form, and have the right, in an extreme case, of appropriate self-defence.

We expect all parents, carers and other visitors to behave in a respectful and reasonable way towards school staff. This policy outlines the steps that will be taken where behaviour is deemed unacceptable.

## **2. Unacceptable behaviour.**

Types of behaviour that are considered unacceptable and will NOT be tolerated:

- raised voice, shouting or talking over staff, either in person or on the telephone. If this occurs staff have the right to ask for it to stop and state they will put the phone down if it continues or ask the parent to leave the premises.
- Physically intimidating a member of staff, eg standing very close to him/her,
- Physical threatening such as the use of aggressive hand gestures, shaking or holding a fist towards a person, or banging a fist on the table during a meeting.
- Swearing at a member of staff or about another member of staff, using insulting language, or insulting comments either in person or in written form.
- Physical contact such as pushing, hitting, slapping, punching, kicking or grabbing a member of staff
- Spitting
- Racist, sexist or discriminatory comments made about staff or other children and families in the school.
- Breaking the school's security procedures
- Fighting/aggression in any form between parents/carers on the school premises.
- Sending abusive or offensive messages to another member of the school community, including via text, email or social media
- Posting defamatory, offensive or derogatory comments about the school, its staff or any member of its community, on social media platforms
- Disrupting, or threatening to disrupt, school operations (including events on the school grounds and sports team matches)
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The above list is not exhaustive. Any behaviour deemed unacceptable by the receiver may be dealt with according to the following procedure:

### **3. Procedure**

When a parent or member of the public behaves in an unacceptable way towards a member of staff, parent/carer or another child in school, the following may occur depending upon the specific circumstances:

- The head teacher or appropriate senior / designated staff will seek to resolve the situation through discussion and mediation.
- If necessary, the school's complaints procedure should be followed. We will always seek to resolve the situation at the earliest stage.
- The police may need to be informed.

Depending on the nature of the incident, the school may then:

- Send a warning letter to the parent
- Invite the parent into school to meet with a senior member of staff or the headteacher
- Contact the appropriate authorities (in cases of criminal behaviour)
- Ban the parent from the school site

The school will always respond to an incident in a proportional way. The final decision for how to respond to breaches of the Home/School Agreement regarding conduct rests with the headteacher.

The headteacher will consult the chair of governors before banning a parent from the school site.

Prior to being banned the following steps will be taken:

- The parent/carer will be informed, in writing that he/she is banned from the premises, subject to review.
- This will include what will happen if the ban is breached, eg that an injunction application may follow.
- Where appropriate, arrangements for pupils being delivered to, and collected from the main school gate will be clarified.

### **4. Conclusion**

Children learn best when there is a positive partnership between home and school. Whilst every effort will be made to work with parent/carers, this will only be possible where parents/carers behave in an acceptable way.

Unfortunately, where a parent's behaviour is unacceptable, it may not be possible to continue working with him/her and, as a final resort, legal action may be taken. In implementing this policy, the school will, as appropriate, seek advice from the Local Authority's education, health and safety and legal departments, to ensure fairness and consistency.