

SHAW WOOD ACADEMY



EXPECTED BEHAVIOUR of PARENTS and VISITORS POLICY

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Policy for Expected Behaviour of Parents & Visitors

Introduction and Rationale

The Governing Body and Headteacher strongly believe that our school should be a welcoming and safe place for our children, staff, parents and visitors alike, and that our parents share the same belief. We have legal responsibilities for the safeguarding and wellbeing of our children and staff, and a duty of care to all users of, and visitors to, our school.

Our school encourages close links with parents and the community. We believe that children benefit when the relationship between home and school is a positive one. It is important to us that we set good examples in school of the very best behaviour for our pupils as we know that is what parents want and expect. The vast majority of parents, and others visiting school are keen to work with us and are supportive of our school and that is how we want our relationships with all parents and visitors to be.

All adults who enter our school site at any time set examples of behaviour and conduct which influence children, and we believe that they should therefore demonstrate high standards of conduct in order to encourage our pupils to do the same. Parents and visitors must show respect to all other parents, children, staff and visitors.

All our members of staff have a right to work without fear of violence and abuse and we expect parents and visitors to behave in a reasonable way at all times.

Adults who do not behave in an acceptable manner may be asked to leave the site and the Headteacher has the right to further restrict their access. This policy highlights our expectations in respect of the conduct of parents and visitors to our school and outlines the steps that will be taken where behaviour is considered to be unacceptable.

Examples of unacceptable behaviour

We regard the behaviours below as being unacceptable in our school. This is not an exhaustive list but seeks to provide examples of unacceptable behaviour.

- Shouting at members of staff, either in person or over the telephone
- Using offensive language towards staff, other adults and/or children
- Physically intimidating members of staff, or other parents or children e.g. by standing very close to him/her
- Approaching someone else's child in order to question or chastise them
- Physical abuse, threatening, oppressive or aggressive behaviour
- The use of aggressive hand gestures e.g. two fingers raised
- Verbal abuse, or making personal comments i.e. You are...
- Swearing
- Pushing
- Hitting, e.g. slapping, punching, kicking or poking
- Spitting
- Writing abusive comments about a member of staff
- Comments that are discriminatory towards an individual's protected characteristics such as racist or sexist comments
- Breaching the school's security procedures
- Attempting to gain entry to any part of the school in disregard of procedure or without permission
- Entering the school site under the influence of alcohol or drugs
- Smoking, vaping, using drugs whilst on school property
- Bringing alcohol onto the school premises or excessive consumption of alcohol at school events, where alcohol is permitted
- Bringing dogs, with the exception of Assistance Dogs, onto the school site without explicit permission of the Headteacher
- Damaging or destroying school property
- Displaying any signs and/or handing out notices or messages (including social media) which could cause unreasonable upset and/or harm to any member of staff, governor, parent or child.

Should any of the above occur on school premises, or any other behaviour which is considered unacceptable, the school may feel it is necessary to take action by contacting the appropriate authorities or considering restricting the offending adult from entering the school premises.

School related issues which parents may have concerning the school, pupils or their families must be brought to the attention of a member of staff. Parents must not try to resolve any issues themselves by direct action. If issues cannot be successfully resolved by talking to a staff member, the correct course of action for parents to take is to use the school's Complaints Policy as appropriate.

We expect all communication between parents and the school to be conducted in a polite and respectful manner. Communication may be similarly restricted if it becomes unacceptable, for example abusive, persistent or threatening e-mails or text/voicemail/phone messages or other written communication.

Social Media

On rare occasions some parents are tempted to make comments about the school, staff, other parents and/or pupils on social media. Social media is not the forum for raising concerns or complaints about the school. If parents have a concern about the school, they can raise their concern directly with the Headteacher and complaints can be raised through the school's Complaints Policy.

Parent should take care when posting messages on social media. Parents are expected to treat everyone with respect and professionalism- even on social media- and adults should set a good example to their children and other pupils. Do not use social media to criticise the school, its staff or pupils or make inappropriate comments.

In the event that any pupil or parent of a pupil is found to be posting inappropriate comments on social media, they will be reported to the appropriate 'report abuse' section of the social media site and consideration will be given to taking further action. Making potentially defamatory, offensive or derogatory comments about others on social media could have legal implications. In addition, threats of violence can lead to criminal action. The school will also expect any pupil or parent to remove such inappropriate comments immediately.

Legal framework

Under Section 547 of the Education Act 1996 it is an offence for any person to be on school premises to cause or permit a nuisance or disturbance. It provides the right to remove and prosecute any person who is believed to have committed an offence.

Whilst a parent of a child attending the school normally has implied permission to be on the school premises at certain times and for certain purposes, this permission may be withdrawn if the parent exhibits behaviour which the Headteacher believes is unreasonable. This also applies to all other individuals invited to the school for other reasons.

In the event of any parent or visitor breaching this policy then proportionate action will be taken for example:

- Parents or other visitors exhibiting unacceptable behaviour could have their access restricted which prevents access to the school premises.
- Anyone who has their access restricted and then ignores the restriction and enters the school site may be removed from the school and prosecuted, if it is believed they have committed an offence.
- The Governing Body in conjunction with the Headteacher, will take the lead in authorising the removal of a person believed to be causing a nuisance or disturbance, and, if necessary, will bring legal proceedings against them.

In cases where the inappropriate behaviour is considered to be a serious and potentially criminal matter, the concerns will in the first instance be referred to the Police. This will include all cases of threats of violence, and actual violence, to any child, staff, visitor, contractor or Governor of the school. This will include anything which could be seen as a sign of harassment of any member of the school community, such as any form of insulting social media post or any form of social media cyberbullying.

PROCEDURE

These are the steps that will be taken, by the school, in those rare cases where a parent, visitor or member of the public behaves in an unacceptable way towards a member of our school staff.

1. The Headteacher or an appropriate member of the senior staff, will seek to resolve the situation through discussion and mediation as soon as is possible following the incident. The parent or visitor may be issued with a warning letter, as part of this process.
2. During the discussion with the parent/visitor, they will be given a copy of the school's complaints procedure and encouraged to use this if the situation cannot be resolved by the initial discussion.
3. If a complaint is received following the discussion meeting with the Headteacher/senior staff member, because the discussion has not resulted in the parent/visitor being satisfied with the outcome, the complaint will be dealt with through the normal complaints process.
4. In the unlikely event that the unacceptable behaviour is repeated, or continues, or where there is an extreme act of violence, a parent or visitor may have their access to school restricted, this could include phone calls and/or e-mail, by the Headteacher for a set period of time before a review by the Governing Body.

Procedures for restricting access to a parent/visitor

Prior to restricting access the following steps will be taken:

1. The parent/visitor will be warned, in writing, that their access is restricted and the dates of this made clear.
2. The letter will also make clear what will happen if restriction is breached, e.g. that an injunction may follow.
3. Where the restriction is as the result of an assault on a member of staff, a statement indicating that the matter has been reported to Police and Governors will be included.
4. Where appropriate, arrangements for children to be delivered to and collected from the school gates will be clarified in the letter.
5. Following the letter being issued, The Chair of Governors will be informed of the restriction.
6. At the end of the restriction, members of the Governing Body will invite the parent to discuss the situation with a view to resolving the situation speedily.
7. Following that meeting the restriction will either be lifted, upon signed agreement of future good behaviour, or will continue for an extended period.
8. At the end of any renewed restriction, two different members from the Governors will invite the parent to a meeting to discuss how the situation can best be resolved for the future.
9. In exceptional circumstances the Headteacher may request the Chair of Governors for a permanent restriction.



WELCOME TO OUR SCHOOL

Notice to **all** parents, visitors and students on site at Armthorpe Shaw Wood Academy

This is a

ZERO TOLERANCE ZONE

Swearing, inappropriate language, threats or acts of aggression towards staff will not be tolerated on these premises.

Anyone behaving in such a way will be asked to leave; they may receive a ban from the premises and their behaviour may be reported to the police.