



**St. Alban & St. Stephen
Catholic Primary School & Nursery**

**DEALING WITH UNACCEPTABLE
BEHAVIOUR BY PARENTS AND
VISITORS ON SCHOOL PREMISES**

Approved by:	Full Governing Body	Date: December 2021
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At St. Alban & St. Stephen Catholic Primary School & Nursery, we value the positive relationships forged with our parents/carers and visitors to our school.

We believe that our children benefit when the relationship between home and school is a positive one and we strive to make our school a place where we model for children the Christian behaviour we teach and expect. We place a high importance on good manners and positive communication founded on mutual respect whilst acknowledging the role parents have as primary educators of their children,

A parent of a child attending our school normally has implied permission to be on school premises at certain times and for certain purposes. But if the parent/carer's behaviour is unreasonable, this permission may be withdrawn. The vast majority of parents, carers and others visiting 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, or parents bring their own personal issues onto the school premises, this can result in aggression, verbal and or physical abuse towards members of school staff or the wider school community.

The governing body expects and requires 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.

We expect parents and other visitors to behave in a reasonable way towards members of school staff and towards each other whilst on the school premises.

This policy outlines the steps that will be taken where behaviour is unacceptable.

Examples of such types of behaviour that are considered serious and unacceptable and will not be tolerated:

1. Physically threatening and intimidating behaviour towards a member of staff. For example;
 - standing very close to her/him
 - the use of aggressive hand gestures
 - shaking or holding a fist towards another person
 - hitting, e.g. slapping, punching and kicking
 - spitting
 - pushing
2. Verbally threatening behaviour. For example,
 - shouting at members of the school staff, either in person or over the telephone
 - swearing
 - racist, sexist or other inappropriate, derogatory or offensive comments
 - making verbal threats against a member of staff
3. Breaching the school's security procedures

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4. Approaching another parent's child on school premises in a way that might cause them to feel anxious or intimidated.

These examples apply equally to parents/carers behaviour towards each other whilst on school premises. The governors at St. Alban & St. Stephen Catholic Primary School & Nursery believe that children, staff and other parents at our school have the right NOT to have to witness bad behaviour by some parents/carers using inappropriate language or engaging in physical harm in front of them.

Procedure to be followed:

If a parent/carer or visitor behaves in an unacceptable way towards a member of the school community, or towards another parent/carer or visitor or another parent's child, whilst on school premises, the Headteacher or Assistant Headteachers (acting in place of the Headteacher) 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 or intimidation continue, or where there is an extreme act of violence, a parent or carer may be banned by the Headteacher acting on behalf of the governing body and on the advice from the Local Authority's legal department, 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 will be informed, in writing, that she/he is banned from the premises, subject to review, and what will happen if the ban is breached, eg 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 authority and 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.

Implications for Serious Incidents

For any serious incident, Section 547 of the Education Act 1996 makes it an offence for any person to be on school premises to cause or permit a nuisance or disturbance.

If it is felt that if an individual is likely to cause further threats or harm to staff, or to other parents/carers, an immediate temporary ban would be imposed for a specified period, with an opportunity given to explain, after which a decision would be taken whether to remove or extend the ban.

In other circumstances, the individual would be advised in writing that following the incident of unacceptable behaviour, a ban is being considered and they would be given an opportunity to explain their actions, after which a decision would be made about imposing the ban.

If after a ban has been imposed, and the individual comes on to school premises, the Police would be called immediately. The governing body would then decide, in conjunction with the Headteacher and Local Authority, and acting on the advice of the borough solicitor and the Diocese of Westminster, whether to consider taking out a Court Injunction preventing this from happening again and whether or not to bring legal proceedings against the individual.

In adopting this Policy, the Headteacher, Governing Body, the Diocese and Local Authority will seek to ensure fairness and consistency at all times.