



Magdalen Gates Primary School

Unacceptable Parental Behaviour Policy



Date agreed: February 2019
Next Review: February 2020
Committee: FGB

Signed by:

_____ Headteacher Date: _____

_____ Chair of governors Date: _____

MAGDALEN GATES PRIMARY SCHOOL

POLICY ON DEALING WITH AGGRESSIVE PARENTS

1. STATEMENT OF INTENT

The school encourages close links with parents and the community. We believe that students benefit when the relationship between home and school is a positive one.

The vast majority of parents, carers and others visiting the school are keen to work with us and are supportive of the school.

However, a tiny minority of parents have a negative attitude towards the school and sometimes, this can result in aggression, verbal and/or physical abuse towards school staff. The school expects its staff to behave professionally in these difficult situations and to attempt to defuse the situation where possible, seeking the involvement as appropriate of other colleagues.

However, all staff have the right to work without fear of violence or abuse. The school expects parents and other visitors to behave in a reasonable way towards school staff. This policy outlines the steps that will be taken where parents' behaviour is unacceptable.

2. BEHAVIOUR

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

This is not an exhaustive list but seeks to provide illustrations of unacceptable behaviour

- Shouting at school staff, either in person or over the telephone.
- Physically intimidating a member of staff eg standing very close to him/her
- The use of aggressive hand gestures eg two fingers raised
- Threatening school staff
- Shaking or holding a fist towards another person
- Writing abusive comments about a member of staff eg he/she is an idiot
- Swearing at a member of school staff.
- Pushing
- Hitting, eg slapping, punching or kicking
- Spitting
- Racist or sexist comments
- Breaking the school's security procedures
- *Posting inappropriate derogatory comments on any social media platform

Unacceptable behaviour will result in Norfolk County Council and the Police if appropriate being informed of the incident.

3. PROCEDURE

When a parent or member of the public behaves in an unacceptable way towards a member of the school staff the headteacher or appropriate senior staff will seek to resolve the situation through discussion and mediation. If necessary, the school's complaints procedure should be followed. Where all procedures have been exhausted, and aggression or intimidation continue, or where a serious incident occurs, a parent or carer may be banned by the headteacher from the school premises for a period of time, subject to review.

On banning the following steps will be taken:

1. The parent will be warned, in writing, that s/he is banned from the premises, subject to review, and what will happen if the ban is breached, eg that a criminal offence may be committed and they may be removed from the premises.
2. Where a serious incident has led to a ban, a statement indicating that the matter has been reported to Norfolk County Council and the Police will be included.
3. The Chair of Governors will be informed of the ban and the reasons for it..
4. Where appropriate, arrangements for students being delivered to, and collected from the school gate will be clarified.
5. The school will take every care to ensure the best interests and welfare of any child affected by such a situation.
6. A review of the decision to ban shall be held by a Review Panel, consisting of the Chair of Governors and one other Governor, within 10 days of the decision to ban. The banned person shall be given 7 days notice in writing of the review, and shall be invited to make a written submission to the Review Panel. The Review Panel may uphold, vary or withdraw the ban, and shall give written notice of their decision, and the reasons for it, within 3 days of the review, to the Headteacher and the banned person.

4.CONCLUSION

Students learn best when there is a positive partnership between home and school. Whilst every effort will be made to work with parents, this will only be possible where parents behave in an acceptable way. Unfortunately, where a parent's behaviour is either unacceptable or serious it will not be possible to continue working with him/her and, as a final resort, legal action may be taken. The school will take action where behaviour is unacceptable or serious and breaches our home-school code of conduct or health and safety legislation.