



Cotmanhay  
Infant and  
Nursery School

## PARENTAL BEHAVIOUR POLICY

Complete Revision

Partial Revision

New

No changes

Review cycle:

Annual

Pages:

12

Author of the policy:

Derbyshire County Council

School based

Other

Name:

Details:

The School Bus template used

If Derbyshire County Council / DfE, which issue number: N/A

Issue 1	Issue 2	Issue 3	Issue 4	Issue 5	Issue 6	Issue 7	Issue 8	Issue 9	Issue 10

REVISION RECORD:

Review date	Revised by	Comments
06/03/2023	Katy Latchford	No changes made
08/05/2024	Katy Latchford	Added the Parental Contract

We are committed to safeguarding and promoting the welfare of children and young people and expect all staff and volunteers to share this commitment.

**Policy on Behaviour of Parents (including Carers / Guardians) and Visitors to Our School**

- ☺ Every school has to have policies linked to adult behaviour in school. The staff have a policy and this is the parent/carer/guardian policy. These are very important for schools to have as they keep school a positive place to be and make sure children and adults are safe and happy.
- ☺ The Governors have agreed this policy.
- ☺ If you have any questions please come and ask

*Thank you for supporting our school in making it the very best it can be for our children,  
Miss Latchford (Headteacher)*

**Statement of Principles**

The Governing Body of CIN School actively encourages close links with parents and the community. It believes that children benefit when the relationship between home and school is a positive one.

The vast majority of parents, carers and others visiting our school are keen to work with us and are supportive of the school. From time to time it is necessary for parents and the school to deal with problems relating to particular children. It is important that discussions between parents and staff are conducted in a calm and respectful manner. In the vast majority of such situations this is what happens, but on rare occasions, aggression and verbal and or physical abuse is directed towards members of school staff or other members of the 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.

Violence, threatening behaviour and abuse against school staff or other members of the school community, including other parents and students, will not be tolerated. All members of the school community have a right to expect that their school is a safe place in which to work and learn. There is no place for violence, threatening behaviour or abuse in our school.

We expect parents and other visitors to behave in a reasonable way towards members of school staff and the school community at all times. This policy outlines the steps that will be taken where behaviour is unacceptable.

Types of behaviour that are considered serious and unacceptable and which will not be tolerated in relation to members of staff, and other members of the community are:

- shouting, either in person or over the telephone
- swearing, either in person or over the telephone
- derisive (negative) language aimed at the school staff, children, other parents / carers or other members of the school community

- refusal to move to a quieter area to discuss any issues
- constant emails and/or phone calls which amount to harassment and intimidation, despite the school's best efforts to address a situation
- inappropriate electronic activity including publishing abusive or inappropriate content with regards to the school, teachers or students on social networking websites such as Facebook and Twitter or in email communication
- hitting, slapping, punching, kicking or pushing
- physically intimidation, eg standing unnecessarily close to her/him
- the use of rude or aggressive hand gestures, including shaking or holding a fist towards another person
- spitting
- breaching the school's security procedures

This is not an exhaustive list but seeks to provide illustrations of such behaviour. Whilst the use of such behaviour is unacceptable in all circumstances, the school is particularly concerned to protect its students from being exposed to such behaviour (whether or not directed at them).

**Unacceptable behaviour may result in the police being informed of the incident.**

#### **Parental/Visitor Access to the School Premises**

Normally parents/carers (and those with parental responsibility), plus visitors, are granted what is known as "limited licence" to visit the grounds and buildings of a school. Where there are serious concerns regarding the conduct of a parent/visitor, and possible staff/student safety, the Headteacher can:

- initiate a meeting/dialogue with the individual
- ask the individual involved to sign a contract showing that they fully understand what is not acceptable behaviour in school and warning that not following the contract may lead to a "ban" from the premises
- write to the visitor, describing their misconduct, explaining its impact on the school and stating its unacceptability
- vary the person's "licence", say, through the addition of conditions
- warn of the possibility of a "ban" (i.e. the withdrawal of their licence) if the misconduct is repeated
- impose a ban with a review after a fixed period
- impose a ban without review

#### **Procedure to be followed:**

If a parent/carer/guardian/visitor behaves in an unacceptable way towards a member of the school community, the Headteacher and/or appropriate senior staff will seek to resolve the situation through discussion and mediation. If necessary, the school's complaints procedures should be followed by the parent. Where all procedures have been exhausted, and aggression or intimidation continues, or where the circumstances otherwise require it, a parent/carer or visitor may be banned by the Headteacher 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/guardian will be informed, in writing, that s/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 police
3. The Chair of Governors will be informed of the ban
4. As appropriate, arrangements for meetings at school regarding students, and arrangements for students being delivered to and collected from the school will be clarified.

### **Conclusion**

In implementing this policy, the school will, as appropriate, seek advice from the school's solicitors, and/or the Local Authority if necessary, to ensure fairness and consistency.

## Parent / Carer Contract of Behaviour

We expect parents and other visitors to behave in a reasonable way towards members of school staff and the school community at all times. This policy outlines the steps that will be taken where behaviour is unacceptable.

Types of behaviour that are considered serious and unacceptable and which will not be tolerated in relation to members of staff, and other members of the community are:

- derisive (negative) language aimed at the school staff, children, other parents / carers or other members of the school community
- unreasonable complainant behaviour or unreasonable persistent complainant behaviour
- shouting or swearing, either in person or over the telephone
- refusal to move to a quieter area to discuss any issues
- constant emails and/or phone calls which amount to harassment and intimidation, despite the school's best efforts to address a situation
- inappropriate electronic activity including publishing abusive or inappropriate content with regards to the school, teachers or students on social networking websites such as Facebook and Twitter or in email communication
- hitting, slapping, punching, kicking or pushing
- physical intimidation, eg standing unnecessarily close to her/him
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### Parental/Visitor Access to the School Premises

Normally parents/carers (and those with parental responsibility), plus visitors, are granted what is known as "limited licence" to visit the grounds and buildings of a school. Where there are serious concerns regarding the conduct of a parent/visitor, and possible staff/student safety, the Headteacher can:

- initiate a meeting/dialogue with the individual
- ask the individual involved to sign a contract showing that they fully understand what is not acceptable behaviour in school and warning that not following the contract may lead to a "ban" from the premises
- write to the visitor, describing their misconduct, explaining its impact on the school and stating its unacceptability
- vary the person's "licence", say, through the addition of conditions
- warn of the possibility of a "ban" (i.e. the withdrawal of their licence) if the misconduct is repeated
- impose a ban with a review after a fixed period
- impose a ban without review

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**I have read the above contract of behaviour. I agree to maintain an acceptable level of behaviour in and around school. I understand that a breach of this contract may lead to a ban from the school premises.**

Signed (parent/carers):

Date:

Name (parent/carers):

Headteacher's signature:

**INCIDENT REPORT FORM**

This includes trespass, nuisance or disturbance on school premises, verbal abuse, sexual or racial abuse, threats, aggression, physical violence and intentional damage to personal property.

This form should be completed as fully as possible (please use a continuation sheet if necessary). For an incident involving or witnessed by a child, a member of staff should complete the form on their behalf. However, any discussion between one witness and another should not precede completion of the form, as this might lead to allegations of collusion.

Date of incident.....

Day of week .....

Time .....

**1. Member of staff reporting incident**

Name .....

Work address (if different from school address).

.....

Position .....

**2. Personal details of person assaulted/verbally abused (if appropriate)**

Name .....

Work address (if different from school address)/home address (if pupil).

.....

Job/Position (if member of staff) .....

Dept/Section/Class .....

Age..... Sex .....

**3. Details of trespasser/assailant(s) (if known)**

.....

**4. Witness(es) if any**

Name .....

Address .....

Age (approx) ..... Sex .....

## Other information

Relationship between member of staff/pupil and trespasser/assailant, if any.

.....

### 5. Details of incident

- a) **Type of incident** (eg if trespass, was the trespasser causing a nuisance or disturbance and how; if assault, give details of any injury suffered, treatment received etc).

.....

- b) **Location of incident** (attach sketch if appropriate).

.....

- c) **Other details:** describe incident, including, where relevant, events leading up to it; relevant details of trespasser/assailant not given above; if a weapon was involved, who else was present?

6. **Outcome:** (eg Whether police called; whether trespasser was removed from premises under section 547; whether parents contacted; what happened after the incident; any legal action?).

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### 7. Other information (to be completed as appropriate)

- a) Possible contributory factors.

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- b) Is trespasser/assailant known to have been involved in any previous incidents YES/NO?

.....

c) Give date and brief details of (b) if known.

.....

d) Had any measures been taken to try to prevent an incident of this type occurring? If so, what? Could they be improved?

.....

e) If no measures had been taken beforehand, could action now be taken? If so, what?

.....

f) Name and contact details of police officer involved, and incident number or crime reference number, as appropriate.

.....

g) Any other relevant information.

.....

Signed .....

Date .....

## Model Letter 1 – warning letter from Head Teacher

Dear

**Re: Your conduct on school premises on (insert date)**

I refer to the incident that took place on school premises today (or insert relevant day) when you (insert details of the incident).

If the Head Teacher did not witness the incident they may wish to use the following text: I have considered the witness accounts of the incident, (if relevant: including your own), and it would appear (insert details of incident).

Your behaviour falls short of the standard of conduct expected of those visiting the school. I must therefore warn you that if you are involved in a similar incident again, you will leave me with no alternative other than to ban you from coming onto the school site without my written permission.

I do hope that this will not be necessary and that I can rely on your cooperation in this matter.

Yours sincerely

Head Teacher

**Model Letter 2 – Ban from school premises for one week (or so) whilst obtaining the parent’s account and views from Head Teacher**

Dear

**Your conduct on school premises on (insert date)**

I refer to the incident that took place on school premises today (or insert relevant day) when you (insert details of the incident).

If the Head Teacher did not witness the incident, the following text may be used: I have considered the witness accounts of the incident, (if relevant: including your own), and it would appear (insert details of incident).

Your behaviour falls short of the standard of conduct expected of those visiting the school. (Omit if this is a first incident – As you will remember, I have previously warned you about your behaviour when I wrote to you on (date)). I have considered the matter very carefully and have decided that you should not be allowed on to the school premises from now until (insert date). During that time I will review the situation. Before I make a final decision you may, if you wish, write to me to give me any further information you want me to take into consideration. You have until (insert date) to write to me.

If you need to speak to me or a member of staff about any matter, please telephone and I will make the necessary arrangements and confirm them to you in writing. You will not be allowed to come onto the school site unless you have a letter from me giving you authorisation.

If you do not comply with this ban, you will be guilty of causing a nuisance or disturbance on educational premises. This is a criminal offence under section 547 of the Education Act 1996. If you were to commit this offence, you would be liable to prosecution in the magistrates’ court. If you were to be convicted, you would be liable to a fine and a criminal conviction.

I regret that I have had to take this action and hope that I can rely on your cooperation.

Yours sincerely

Head Teacher

## Model Letter 3 – Ban from school premises for specified period from Head Teacher

Dear

### **Your conduct on school premises (insert date)**

I refer to the incident that took place on school premises on (insert relevant day) when you (insert details of the incident). In my letter dated (insert date), I referred to my intention to ban you from the premises and I invited you to make representations to me about this.

I have considered the points you have made to me and I have decided to proceed with the ban for a period of (insert number of weeks or an indefinite period), until (insert date), after which the ban will be reviewed by the Chair of Governors and myself. I will write to you again when this review is going to take place so that you may make written representations, which we will take into account. When we have made our decision, I shall write to you to inform you of it together with our reasons.

If you need to speak to me or a member of staff about any matter, please telephone and I will make the necessary arrangements and confirm them to you in writing. You will not be allowed to come onto the school site unless you have a letter from me giving you authorisation.

If you do not comply with this ban, you will be guilty of causing a nuisance or disturbance on educational premises. This is a criminal offence under section 547 of the Education Act 1996. If you were to commit this offence, you would be liable to prosecution in the magistrates' court. If you were to be convicted, you would be liable to a fine and a criminal conviction.

I regret that I have had to take this action and hope that I can rely on your cooperation.

Yours sincerely

Head Teacher

## Model Letter 4 – Unban from school premises from Head Teacher

Dear

### **Your conduct on school premises on (insert date)**

On (insert date) I wrote to you informing you that I had temporarily withdrawn permission for you to come onto the school premises. To enable me to determine whether to confirm this decision for a longer period, I gave you the opportunity to let me have your written comments on this incident by (insert date).

I have not received a written response from you/I have now received a letter from you dated (insert date), the contents of which I have noted. (delete either sentence as appropriate).

(However) in the circumstances, (insert detail) I have decided to restore to you the permission to come onto the school premises, with immediate effect.

Nevertheless I remain very concerned at the incident which occurred on (insert date), and I must warn you that if there is any repetition of your behaviour on that occasion, I shall not hesitate to withdraw permission for you to come onto the premises again.

Yours sincerely

Head Teacher