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Document Control Table

| Document History | | | |
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| Version | Date | Author | Note of revision |
| 1 | Autumn 2020 | SLT | |
| 2 | Feb 2024 | Clare Wright | Throughout: changed Governors to AQC Page 3 : Aim updated to reflect school vision Page 3: definition of what unacceptable behaviour may be Page 3: list of unacceptable behaviour updated Page 4: guidance added to school's approach |

Rationale:

At Frimley Church of England School we are very fortunate to have a supportive and friendly parent body. Our school community recognises that educating children is a process that involves partnership between parents, school staff and the child. As a partnership, our parents understand the importance of a good working relationship to equip children with the necessary life skills for their future. For these reasons we continue to welcome and encourage parents/carers to participate fully in the life of our school.

We believe staff, parents and children are entitled to a safe and protective environment in which to work. Behaviour that will cause harassment, alarm or distress to users of the premises is contrary to the aims of the school.

Aims:

- That all members of the school community treat each other with respect, love, honesty and forgiveness, in line with our school vision: “love your neighbour as you love yourself”.

Expectations:

- That adults set a good example to children at all times, acting as role models showing them how to get along with all members of the school and the wider community
- That no members of staff, parents or children are the victims of abusive behaviour or open to threats from other adults
- Physical attacks and threatening behaviour, abusive or insulting language (verbal or written) to staff, members of the AQC (Academy Quality Council), parents and carers, children and other users of the school premises will not be tolerated and may result in withdrawal of permission to be on school premises
- Any parent who is asked to leave the school premises will have the right to appeal the decision by writing to the Chair of the AQC

Please note that incidents of rudeness will be logged with the Chair of the AQC

Guidelines

Unacceptable behaviour is such that makes a member of staff or pupil feel threatened, intimidated or anxious and it will not be tolerated. This can be through face-to-face contact, on the telephone or in written communication (including social media). This is not an exhaustive list but seeks to provide illustrations of such behaviour:

- Shouting, either in person or over the telephone
- Inappropriate posting on Social Networking sites
- using intimidating language or behaviour
- using threatening language or behaviour
- using abusive language or behaviour
- using insulting language or behaviour
- any unwanted physical contact
- swearing
- actions which seek to undermine a member of staff

- racist, sexist or other discriminatory comments
- actions which deliberately seek to question the integrity of a member of staff
- any other behaviour likely to cause anybody witnessing it (including the recipient) alarm, distress or to fear that violence may be used against them or others
- damaging or destroying school property

Please try to remember that all staff share your ambition for your child to succeed. Every staff member is employed to support our pupils and has the right to be able to conduct their duties without the concern that they will be treated abusively by parents/carers. When communicating with staff, even if you disagree with their decisions or actions, please avoid any shouting, swearing or abusive/threatening/insulting language. In these situations, we expect members of staff to behave as professionally as possible, attempting to defuse the situation where possible and seeking the involvement as appropriate of other colleagues. Staff who face these situations have licence to end any conversation (face to face or on the telephone). They will then refer the incident to the Headteacher. If the inappropriate communication is via email, the sender will receive an automated message to state that the communication has been deemed inappropriate and therefore disregarded.

The school's approach to dealing with incidents

If a parent/carer/visitor behaves in an unacceptable way towards a member of the school community, the headteacher or appropriate senior staff will assess the level of risk before deciding on a future course of action. The course of action will be reasonable and commensurate with the assessed level of risk.

Unacceptable behaviour may result in the Police being informed.

The school reserves the right to take any necessary actions to ensure that members of the school community are not subjected to abuse.

School premises are private property and parents have been granted permission from the school to be on school premises. However, in case of abuse or threats to staff, pupils or other parents, school may ban parents from entering school.

It is also an offence under section 547 of the Education Act 1997 for any person (including a parent) to cause a nuisance or disturbance on school premises. The police may be called to assist in removing the person concerned.

School is not responsible for organising arrangements for children in the above circumstances. Parents will need to provide alternative arrangements for bringing children into school.

Parents have the right of appeal by writing to the Chair of AQC within ten days of permission to enter the school premises being withdrawn.