

# ST MARY MAGDALENE CE PRIMARY SCHOOL

## Agreed Whole School Policy

### Parent, Carer and Visitor Code of Conduct Policy



STATUS:                    DRAFT                                        AGREED                   

Date Drafted:                    May 2018  
Last Revision:                    October 2020

Review Date:                    May 2022  
Authors:                    Anna Harding  
Agreed by Governing Body (Op. s/c):                    3.11.20  
Filename:                    #SMMS Parent C of C

Signed ..... Name ..... Date .....

As a Church of England School, we recognise that each person is valuable, precious and unique before God. Our school is a community based on trust, honesty and love. We aim to live in peace with each other and to forgive those who have wronged us, as taught and demonstrated in the life of Jesus. We seek to foster in our members wonder in discovery, thankfulness for what we have, compassion for others and hope for the future. We therefore strive to ensure that our delivery of the curriculum meets the needs of each individual and helps foster an environment where the motivation for all to achieve and reach their full potential is at the core of our commitment.

## St Mary Magdalene CE Primary School Parent, Carer and Visitor Code of Conduct Policy

### Vision Statement

'Building on a foundation of Core Christian Values, we inspire and equip our children to acquire confidence, encouraging a thirst for lifelong learning.

Philippians 4: 13, I can do all things through Christ who strengthens me.'

### Statement of principles

The governing body of St Mary Magdalene CE Primary School encourages close links with parents and the community. It believes that pupils 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. However, on the rare occasions when a negative attitude towards the school is expressed, this can result in aggression, verbal and/or physical abuse towards members of staff or the wider 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-defense.

The governing body will seek to safeguard all children and staff at St Mary Magdalene CE Primary School. Their safety and well-being is of utmost importance and will always be a priority.

The Headteacher and staff deal with specific complaints as part of their day-to-day management of the school in accordance with the School's Complaints Procedure.

The majority of complaints are handled in an informal manner and are resolved quickly, sensitively and to the satisfaction of the complainant.

However, there are occasions when complainants behave in an unreasonable manner when raising and/or pursuing concerns. The consequences are that the actions of the complainants begin to impact negatively on the day-to-day running of the school and directly or indirectly the overall well-being of the children or staff in the school. In these exceptional circumstances the school may take action in accordance with this policy.

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

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

- shouting at members of the school staff, either in person or over the telephone;
- physically intimidating a member of staff, e.g. standing very close to her/him;
- the use of aggressive hand gestures;
- threatening behaviour;
- shaking or holding a fist towards another person;
- swearing;
- pushing;
- hitting, e.g. slapping, punching and kicking;
- spitting;
- breaching the school's security procedures.

- damaging or destroying school property;
- encouraging children not to adhere to the school's behavior policy
- abusive, threatening, malicious or inflammatory emails, phone or social network messages,
- smoking and consumption of alcohol or other drugs, or accessing the school's premises whilst intoxicated.

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

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

### **Who is a persistent complainant?**

For the purpose of this policy, a persistent complainant is a parent/carer or member of the public who complains about issues, either formally or informally, or frequently raises issues that the complainant considers to be within the remit of the school, and whose behaviour is unreasonable. Such behaviour may be characterised by:

- Actions which are obsessive, persistent, harassing, prolific, repetitious;
- Prolific correspondence or excessive e-mail or telephone contact about a concern or complaint;
- Using Freedom of Information requests excessively and unreasonably
- An insistence upon pursuing unsubstantial complaints and/or
- Unrealistic or unreasonable outcomes;
- An insistence upon pursuing complaints in an unreasonable manner;
- An insistence on only dealing with the Head Teacher on all occasions irrespective of the issue and the level of delegation in the school to deal with such matters;
- An insistence upon repeatedly pursuing a complaint when the outcome is not satisfactory to the complainant but cannot be changed, for example, if the desired outcome is beyond the remit of the school because it is unlawful.

For the purpose of this policy, harassment is the unreasonable pursuit of such actions as above in such a way that they:

- appear to be targeted over a significant period of time on one or more members of school staff and/or
- cause ongoing distress to individual member(s) of school staff and/or
- have a significant adverse effect on the whole/parts of the school community and/or
- are pursued in a manner which can be perceived as intimidating and oppressive by the recipient. This could include situations where persistent demands and criticisms, whilst not particularly taxing or serious when viewed in isolation, have a cumulative effect over time of undermining confidence, well-being and health.

### **Procedures to be followed**

If a parent/carer behaves in an unacceptable way towards a member of the school community, the Head Teacher or appropriate senior staff 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 Head Teacher 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/carers 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, e.g. 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 governing body 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.

### **Automatic Ban**

There are exceptional circumstances when a parent/carers or visitor will be automatically banned from the premises. These include if:

- a parent/carers or visitor has been prosecuted for harming children;
- a parent/carers or visitor is a registered sex offender (for sexual offences against children).;

### **Conclusion**

The Governing Body itself may take action where behaviour is unacceptable or there are serious breaches of our home-school code of conduct or health and safety legislation.

In implementing this policy, the school will, as appropriate, seek advice from their health and safety and legal departments, to ensure fairness and consistency.

This Policy will be reviewed every two years.