



## **Bloxham CE Primary School Parental Behaviour Policy 2023**

A key challenge for education professionals is managing difficult situations involving parents. These can include dealing with angry parents at the school gates, but could also involve responding to comments made online or in correspondence. Difficult interactions with parents bring with them the risk of reputational damage, regulatory investigations, distress to staff and risks to personal safety. It is vital that schools have detailed and effective policies in place for dealing with such matters and mitigating the attendant risks.

At Bloxham Primary 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 values of the school. In line with our school values this policy sets out to support all members of our community to feel safe because everyone treats each other with respect and kindness. Our Home School Agreement states that parent/carers will their best to: Treat all members of the school community with care and respect.

### **Our School Values**

- Be diverse, equitable and inclusive
- Be kind and compassionate ... show friendship
- Be honest
- Be curious to learn and ambitious to succeed
- Be supported to feel safe by being trustworthy and truthful
- Be creative

### **Expectation**

- That adults set a good example to children at all times, 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 on the school premises.
- Physical attacks and threatening behaviour, abusive or insulting language verbal or written, to staff, governors, parents and carers, children and other users of the school premises will not be tolerated and will result in the withdrawal of permission to be on school premises.

- Unacceptable behaviour will be identified at the earliest opportunity, this will include a written letter outlining details of the behaviour ( see appendix).
- Any parent who is asked to leave the school premises will have the right to appeal the decision by writing to the Chair of Governors.

School premises are private property and parents\* have been granted permission from the school to be on school premises. The school reserves the right to take any necessary actions to ensure that member of the school community are not subjected to abuse. As such, in case of abuse or threats to staff, pupils or other parents, school may ban parents from entering the site.

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.

### **Unacceptable behaviour**

Types of behaviour that are considered serious and unacceptable and will not be tolerated towards any member of the school community include but are not limited to:

- Shouting, either in person or over the telephone
- Inappropriate posting on Social Networking sites deemed as bullying
- Speaking in an aggressive/threatening tone
- Physically intimidating, e.g. standing very close
- The use of aggressive hand gestures/exaggerated movements
- Physical threats
- Shaking or holding a fist towards another person
- Swearing
- Pushing
- Hitting e.g. slapping, punching or kicking
- Spitting
- Racist or sexist comments
- Abusive/derogatory comments designed to upset/ cause harm.

### **Record Keeping**

A record of all incidents and interactions of inappropriate parental behaviour must be kept to ensure an appropriate chronology of evidence. Accordingly staff who have been effected by inappropriate parental behaviour must log this in a written statement. Written statements should always note the time, date and location of the incident, as well as the names of those present at the time. It should then set out the details of the interaction, how the professional involved responded and their reasons for doing so. The statement should be completed as soon as possible after the

incident. All incidents which breach expectation will be logged with the Chair of Governors, this includes incidents of rudeness.

### **Malicious or threatening correspondence**

Any malicious or threatening correspondence should be retained. If it is threatening or intimidating, or gives rise to child protection concerns, it should be reported to the police or MASH as appropriate. Where communication via the internet the school should seek legal advice.

\* Parent is used to represent any carer including childminder, other family member or responsible adult.

Where individuals are banned from entering the school site, Bloxham CE Primary School is not responsible for organising arrangements for children for be dropped or collected from school and parents will need to make alternative arrangements for ensuring their children attend school.

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

### **Inappropriate use of Social Networking Sites**

Social media websites are being used increasingly to fuel campaigns and complaints against schools, Headteachers, school staff, and in some cases, other parents/pupils. Bloxham CE Primary School considers the use of social media websites being used in this way as unacceptable and not in the best interests of the children or the whole school community.

Any concerns parents may have must be made through the appropriate channels as detailed in our communication structure, so they can be dealt with fairly, appropriately and effectively for all concerned.

In the event that any Bloxham CE Primary pupil or parent/ is found to be posting libellous or defamatory comments on Facebook or other social network sites, they will be reported to the appropriate 'report abuse' section of the network site. All social network sites have clear rules about the content which can be posted on the site and they provide robust mechanisms to report contact or activity which breaches this. The school will also expect that any parent/carers or pupil removes such comments immediately.

In serious cases the school will also consider its legal options to deal with any such misuse of social networking and other sites. Additionally, and perhaps more importantly is the issue of cyber bullying and the use by one child or a parent to publicly humiliate another by inappropriate social network entry. We will take and deal with this as a serious incident of school bullying.

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.

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

Inappropriate behaviour towards other adults or children should be dealt with using the following steps:

An adult approaches another child	The adult will be spoken to immediately and the issue investigated by a school leader. This will be reported to the Headteacher and recorded. The adult will receive a warning letter.
A parent approaches another parent.	The parent should report this to a member of staff or a school leader. The offending parent/s will be spoken to as soon as possible after the incident and reminded that we have a zero tolerance of inappropriate behaviour. A letter will be given to the parent/s. This warns a parent that if it recurs they could be banned from the school site under section 547 of the Education Act 1996.
A parent approaches a member of staff	This should be reported immediately to a member of the Senior Leadership Team. This will be investigated as soon as possible and the member of staff will be informed of the action taken. The parent/adult will be spoken to and given a warning letter. This warns a parent/s that if it recurs they could be banned from the school site under section 547 of the Education Act 1996.
Recurring inappropriate behaviour	If a parent/s continues to use inappropriate behaviour, they will be referred to the Policy for Parental Behaviour. This indicates how anti-social behaviour, when not corrected, can lead to interviews with the HT and Governors. This can then lead to a ban from the school site under section 547 of the Education Act 1996.

### **Monitoring and Review**

It is the responsibility of the Head Teacher and Governors to monitor and review this policy.

## Appendices



Bloxham CE Primary School  
Tadmarton Road, Banbury  
OX15 4HP

DATE

### FAO: Parent of (Child's name)

Dear (Name)

I am writing to you following an incident that took place (DATE AND APPROXIMATE TIME OF INCIDENT) between yourself and a member of staff at Bloxham CE Primary School.

The incident took place (LOCATION) (**Summarise what the unacceptable behaviour was, which staff member was effected and whether this was in front of other staff, parents pupils**). Not only was it extremely distressing to the staff involved, but also it was worrying for children and parents who witnessed it.

The school considers this behaviour is unacceptable and is not inline our school values. I am also very concerned that such a sudden deterioration in the relationship between you and the school will not help (CHILD'S NAME) progress.

The school site is private property and parents are granted permission from the school to be on school premises. As a school, we reserve the right to take any necessary actions to ensure that members of our school community are not subjected to abuse. As such, in case of abuse or threats to staff, pupils or other parents, we reserve the right to ban parents from entering the site, if this becomes required.

I must warn you that any repetition of what happened will lead to me taking further action. This could involve your being prohibited from coming onto the school site and referral to the Local Authority or the Police, **with a view to criminal and/or civil legal proceedings being commenced against you if necessary without further notice to yourself**. I hope this will not be necessary.

Any parent who has serious concerns about the school should speak to me and if unsatisfied with my response, follow the school's complaints procedure.

Yours sincerely,

Sarah Marshall, Headteacher

c.c Chair of Governors

## MODEL LETTER FROM HEADTEACHER

### PROHIBITION FROM SCHOOL SITE

Dear (Name)

In view of what happened when you came into school and (brief details of incident), **I am prohibiting you from entering the school site until further notice.**

The only exception to this prohibition will be on those occasions when you are specifically invited by me to come into school to discuss your child's progress.

**If you wish to communicate with the school on any matter, you must do so by telephone or writing.**

If you do not abide by this prohibition I will refer to the Local Authority, **with a view to criminal and/or civil legal proceedings being commenced against you, if necessary without further notice to yourself, although I hope this will not be necessary.**

**I regret taking this action, but your recent behaviour has left me no alternative.**

Yours sincerely,

Headteacher

c.c. Chair of Governors

Dear

**Re: NOTICE OF WITHDRAWAL OF PERMISSION TO ENTER A SCHOOL SITE**

I am writing to you following an incident that took place on .....between yourself and staff at the above school.

I understand that during the incident you were abusive, adopted an aggressive manner and made a number of threats. I further understand that you refused to adopt a reasonable manner, despite the presence of other children and parents, and refused to leave the premises until the police were called to the scene.

Bloxham CE Primary School places great importance on the security of staff and pupils on school sites. In view of your unacceptable behaviour, I am writing to inform you that you no longer have permission to enter the school, or its grounds, without my permission as headteacher until further notice. If you do, and cause a nuisance or disturbance, then the Police will be called to remove you.

If you do have any concerns about your child's education, you should telephone the school and request an appointment with staff to discuss them.

Yours sincerely

Headteacher

Cc Chair of Governors

Dear

**Re: NOTICE OF WITHDRAWAL OF PERMISSION TO ENTER A SCHOOL SITE**

I am writing to you following an incident that took place on ..... I understand that you were abusive to pupils at the school gates.

The safety and welfare of all pupils is of paramount importance to the school and your behaviour during this incident was wholly unacceptable.

I am, therefore, writing to inform you that you no longer have permission to enter the school, or its grounds, without the permission of myself as headteacher, until further notice. If you do, and cause a nuisance or disturbance, then the Police will be called to remove you.

Yours sincerely,

Headteacher

Cc Chair of Governors



Dear

**Re: NOTICE OF WITHDRAWAL OF PERMISSION TO ENTER A SCHOOL SITE**

I am writing to you following several incidents when you were apprehended on the site of .....School.

I understand that you entered the school site on ..... You had no reason to do so and I am, therefore, informing you that you do not have permission to enter the school site in future. If you do, it will be considered that you are trespassing and the police will be called to remove you.

Staff at the school have been advised of the position and will not hesitate to call the Police and contact the Council if you enter the school site again.

Yours sincerely,

Headteacher

Cc Chair of Governors