



Great Wyrley Academy

Behaviour of Parents (including Carers) and Visitors Policy	
Responsible Committee:	Great Wyrley Local Advisory Board
Policy Coordinator:	Assistant Headteacher
Date devised by Board of Directors:	June 2020
Next review date:	June 2021

Behaviour of Parents (including Carers) and Visitors to our School

Statement of Principles

The Local Advisory Board (LAB) of Great Wyrley Academy (GWA) actively encourages close links with parents and community. It believes that students 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 students. 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, verbal and/or physical abuse is directed towards members of school staff or members of the wider school community.

The LAB 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 or abuse and the right, in extreme cases, 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 wider school community at all times. This policy outlines the steps that will be taken where behaviour is deemed 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.
- 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 or in email communication.
- Hitting, slapping, punching, kicking or pushing.
- Physical intimidation, eg standing unnecessarily close.
- The use of rude or aggressive hand gestures, including shaking or holding a fist towards another person. □
- Spitting.
- Breaching the school's security protocols.

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

Procedure to be followed

Normally parents and carers (and those with parental responsibility), plus visitors, are granted what is known as “limited licence” to visit the grounds and buildings of the school. If a parent, carer or visitor behaves in an unacceptable way towards a member of the school community, the member of the school community is responsible for reporting the incident and returned to the Headteacher’s PA. The Headteacher or appropriate member of senior staff will investigate the incident and seek to resolve the situation through discussion and mediation. The findings of the investigation will be reported directly to the Headteacher. Where all attempts to resolve the situation have been exhausted, and aggression or intimidation continue, or where the circumstances otherwise require it, a parent, carer or visitor may have a sanction imposed by the Headteacher with the support of the Chair of Governors.

These include the following options.

- Initiate a meeting or dialogue with the individual.
- Write to the visitor, describing their misconduct, explaining its impact on the school and stating its unacceptability.
- Vary the person’s “license” through the addition of conditions.
- Warn of the possibility of a ‘ban’ (i.e. the withdrawal of their limited license) if the misconduct is repeated. □
Impose a ban with a review after a fixed period.
- Impose a ban without review.

In imposing a ban, the following steps will be taken:

1. The parent, carer or visitor will be informed in writing that she or he is banned from the school premises, subject to review, and what will happen in 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 local police will be issued.
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 Windsor Academy Trust if necessary, to ensure fairness and consistency.