



*I have come that they may have life and have it to the full
(John 10:10)*

MANAGING UNACCEPTABLE BEHAVIOUR BY PARENTS AND VISITORS

This policy is taken from the OLHOC Trust Handbook of Statutory policies and should be read in conjunction with the other policies within the document.

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1. Statement of Intent

- 1.1. The Trust encourages close links with parents and the community. It believes that students benefit when the relationship between home and academy is a positive one.
- 1.2. The vast majority of parents, carers and others visiting the Trust and/or its academies are keen to work with the Trust and are supportive of it. However, on the rare occasions when a negative attitude towards the Trust and/or its academies is expressed, this can result in aggression, verbal or physical abuse towards students at the Trust, members of staff or the wider trust community.
- 1.3. The Trust expects and requires its staff to behave professionally in these difficult situations and attempt to diffuse the situation where possible, seeking the involvement, as appropriate, of other colleagues. However, all staff have the right to work without fear of violence and abuse and the right, in an extreme case, of appropriate self-defence.
- 1.4. The Trust expects parents / carers and other visitors to behave in a reasonable way towards Trust staff and its students. This policy outlines the steps that will be taken where behaviour is unacceptable.
- 1.5. The Trust considers that aggressive, abusive or insulting behaviour or language from parents / carers or others visiting the Trust and/its academies presents a risk to staff or students. Unacceptable behaviour is such that makes a member of staff or student feel threatened. This can be through face-to-face contact, on the telephone or in written communication (including social media)

2. Behaviour

- 2.1. Below is a list of the types of behaviour that are considered serious and unacceptable and will not be tolerated. This is not an exhaustive list but seeks to provide illustrations of such behaviour:
 - 2.1.1. Shouting at staff or students, either in person or over the telephone
 - 2.1.2. Abusive and/or derogatory comments to students, staff, parents, carers or others visiting the Trust
 - 2.1.3. Physically intimidating staff or students, e.g. invading their personal space by standing very close to them
 - 2.1.4. The use of aggressive hand gestures
 - 2.1.5. Threatening staff or students directly or indirectly, verbally, in writing, via social media or by some other method of communication
 - 2.1.6. Shaking or holding a fist towards another person
 - 2.1.7. Swearing at staff or students
 - 2.1.8. Pushing

- 2.1.9. Actual physical violence or behaviour which provokes violence, e.g. hitting, slapping, punching and kicking
- 2.1.10. Spitting
- 2.1.11. Making discriminatory comments to staff or students, directly or indirectly, verbally, in writing, via social media or by some other method of communication
- 2.1.12. Breaching the Trust's security procedures
- 2.1.13. Making vexatious and/or malicious statements pertaining to the Trust and/or its academies, its staff or students, directly or indirectly, verbally, in writing, on social media or by some other method of communication, with a view to intimidate, to cause harm and/or bring the reputation of the Trust, its staff or students into disrepute.
- 2.1.14. Any behavior that is enough to make staff, students, parents, carers or visitors to the Trust and/or its academies feel threatened.
- 2.2. Unacceptable behavior may result in the Police being informed of the incident.

3. Procedure

- 3.1. If a parent, carer or other visitor to the Trust or its academies, behaves in an unacceptable way towards a member of the Trust community, the CEO / Principal / Head Teacher will seek to resolve the situation through discussion and mediation. If necessary, the Trust's Complaints Procedure will be followed.
- 3.2. Where this approach may have failed to resolve the matter or where all procedures have been exhausted and the unacceptable behaviour continues, or where there is an extreme act of violence, aggression, racism or other serious breach, the CEO / Principal / Head Teacher may issue an immediate ban from the Trust's premises. The ban will be for a period of time and will be subject to review. In practice this means that the ban should be provisional until the parent, carer or other visitor has been given the opportunity to make formal representations. The ban may then be confirmed or removed.
- 3.3. In imposing a ban, the following steps will be taken:
 - 3.3.1. The parent / carer / visitor will be informed in writing that they are 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.
 - 3.3.2. Where an assault has led to a ban, a statement indicating that the matter has been reported to the Police will be included.
 - 3.3.3. The Chair of Governors will be informed of the ban.
 - 3.3.4. Where appropriate, arrangements for students being delivered to and collected from the academy gate will be clarified.
- 3.4. The parent / carer / visitor may make representations against the ban within an agreed timeframe.
- 3.5. Where there may be an imminent risk to the safety and welfare of staff, students, parents, carers or visitors to the Trust premises or academy site by the parent / carer or visitor, the ban may be immediate. In practice this means that the ban should be provisional until

parent/carer or visitor has been given the opportunity to make formal representations. The ban can then be confirmed or removed.

4. Trespass

- 4.1. Where a banned person attends the Trust's premises without authority to cause or permit a nuisance or disturbance, this may be regarded as a criminal offence under Section 547 of the Education Act 1996 Act.
- 4.2. The removal of a banned person may be effected by a police officer, or a person authorised by the Trust.

5. Conclusion

- 5.1. Students learn best when there is a positive relationship between home and the Trust. Whilst every effort will be made to work with parents and carers (and other visitors), this will only be possible where parents, carers (and other visitors) behave in an acceptable way.
- 5.2. Where behaviour is either unacceptable or poses a serious threat, it will not be possible to continue working with that parent, carer or other visitor and, as a last resort, legal action may be taken. The Trust will take action where behaviour is unacceptable or serious and breaches the home-school code of conduct, health and safety legislation or any other relevant rules.

Appendix:

If you have a problem that makes you angry, here are a number of ways in which to deal with it:

- Make an appointment to see the relevant person. If you just turn up at the school, they may not be able to give you the time you need.
- Make a note of the things that you are unhappy about. It will help to clarify the issues and help you when you meet the member of staff.
- Don't jump to conclusions. What made you angry may not be exactly what happened in reality.
- Deal with your anger before coming to school.
- An angry confrontation will normally get a defensive response rather than a helpful one. School staff may also refuse to talk to you while you are angry, so you will have achieved nothing.
- Consider having a friend with you when you have your meeting if you find it difficult to manage meetings.
- Don't expect an immediate solution. The person you're talking to will need to validate your concerns before being able to take any action or reach a solution. I\
- If you feel that your concern has not been dealt with effectively you should ask for a copy of the school complaints procedure. This will tell you the informal and formal procedure for taking your concerns further.