



## **Guidance on dealing with unacceptable behaviour from parents or visitors**

The Board of Directors of The Xavier Catholic Education Trust (XCET) actively encourages close links with parents and the community. It believes that children benefit when the relationship between home and school is a positive one.

The vast majority of parents, carers and others visiting our schools are keen to work with us and are supportive of our schools. From time to time it is necessary for parents and the school to deal with problems relating to particular children. 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 and verbal and or physical abuse is directed towards members of school staff or members of the wider school community.

The XCET Directors expect and require 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-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 guidance outlines the steps that will be taken where behaviour is 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/email
- 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 such as Facebook and Twitter, or in email communication
- hitting, slapping, punching, kicking or pushing
- physically intimidation, e.g., standing unnecessarily close to her/him
- the use of rude or aggressive hand gestures, including shaking or holding a fist towards another person
- spitting
- breaching the school's security procedures

This is not an exhaustive list but seeks to provide illustrations of such behaviour. Whilst the use of such behaviour is unacceptable in all circumstances, the schools are particularly concerned to protect their children from being exposed to such behaviour (whether or not directed at them).

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

### **Parental/Visitor Access to the School Premises**

Normally parents/carers (and those with parental responsibility), plus visitors, are granted what is known as "limited licence" to visit the grounds and buildings of a school. Where there are serious concerns regarding the conduct of a parent/visitor, and possible staff/student safety, the Headteacher, member of SLT or CEO may:

- initiate a meeting/dialogue with the individual
- write to the individual, describing their misconduct, explaining its impact on the school and stating its unacceptability
- vary the person's communication with school say, through the addition of conditions such as limiting contact via phone / email or meetings at the school
- warn of the possibility of a "ban" if the misconduct is repeated
- impose a ban with a review after a fixed period
- impose a ban without review

### **Procedure to be followed**

If a parent/carer/visitor behaves in an unacceptable way towards a member of the school community, the Headteacher and/or appropriate senior staff will seek to resolve the situation through discussion and mediation. If necessary, the school's complaints procedures should be followed by the parent. Where all procedures have been exhausted, and aggression or intimidation continue, or where the circumstances otherwise require it, a parent/carer or visitor may be banned by the CEO or Headteacher 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/carer will be informed, in writing, that s/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 local police.
3. The CEO/Chair of the Board of Directors 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.

### **Record Keeping**

Statements from all parties involved and notes from meetings will be held in a separate file by the Headteacher for a period of up to 5 years in line with the XCET Data Retention policy. This may be released to the XCET complaints panel if required as part of an investigation to the police if requested as part of their investigation and if appropriate.