

Visitors and Parents / Carers Acceptable Behaviour Policy

We are very proud of the fantastic community within and surrounding the school and the positive and harmonious relations we enjoy with the parent body. Incidents of unacceptable behaviour are few and far between. The need for this policy reflects Local Authority (LA) guidance as to good practice and a wish to be clear about how the school responds in the very rare incidents where behaviour from parents and visitors doesn't reflect the school's positive ethos and values

Brookfield's Ethos and Values

At Brookfield, in line with our values of appreciation and developing positive and supportive relationships, all visitors to the school, including parents and carers, are expected to behave respectfully and responsibly towards school staff, pupils and one another.

Abusive or aggressive behaviour such as shouting, swearing, issuing threats or physical intimidation either on the school premises or on the phone to staff and parents / carers is not acceptable and will not be tolerated.

If a threatening or abusive incident is witnessed / experienced by a member of staff, they should either report it straight away or call for assistance. Senior leaders will be deployed swiftly to safeguard children and adults and to calm the situation down.

If an individual refuses to calm down and continues to act in an aggressive or disrespectful manner, they will be asked to leave the premises and the police will be notified, if necessary.

Advice on school security from the Department of Education (DFE) states that: *"A school may consider that aggressive, abusive or insulting behaviour or language from a parent presents a risk to staff or pupils. It is enough for a member of staff or a pupil to feel threatened. In such a circumstance, schools have a power in common law to bar the visitor from the school premises"*.

NB If a parent continually refuses to follow school procedures and policies after being instructed to, this will be considered passive aggressive behaviour and could result in a ban from the premises for a fixed period of time

Staff and pupils have a right to expect that their school is a safe and orderly place in which to work and learn.

Investigation

Where an incident is reported to the school:

The Headteacher / senior member of staff will conduct a full and thorough investigation, making sure that all those involved in the incident, or witnesses to the incident, provide a written account of what took place as soon as possible.

Depending on the severity of the situation, at the end of the investigation, the Headteacher will take a decision as to whether an individual needs to be banned from school premises.

Follow up

If the headteacher decides that a ban is not necessary, he / she will meet with the individuals concerned to either

- issue an informal warning and place a note on file
- issue a formal written warning, place this on file and inform the governing body
- offer some reassurance and support

Serving a Ban

If the situation is sufficiently serious to merit consideration of a ban, in consultation with the Local Authority, the Headteacher will write to the party/parties in question to:

- record the incident in detail
- explain why it is unacceptable
- explain that the LA supports the consideration of the ban
- allow the individual an opportunity to respond in writing, giving their point of view within a defined timescale
- inform the Chair of Governors of the pending decision

The Headteacher, in consultation with the Local Authority, will then make a decision based on all the information and inform the parties in writing of the outcome.

Emergency Ban

If the incident is extremely serious, the school has the right to put in place an emergency temporary ban with immediate effect. Where possible, the Headteacher will make this decision in consultation with the Local Authority and will inform the Chair of Governors.

If an emergency temporary ban is put in place, the individual concerned will be given an opportunity to respond in writing before the Headteacher makes a final decision. The Headteacher may decide to drop the ban, allow the temporary ban to run its course or extend it. They will explain their decision in writing.

NB Repeated incidents may also result in a ban from school premises.

Length of Ban

The duration of the ban needs to be sufficient to convey a clear message about the seriousness of the associated misconduct and take into account any previous bans. The aim will always be to restore positive relations as soon as is reasonably practicable.

Even if a ban is long term, it will be reviewed periodically, taking into account any future changes of behaviour.

Appeal

If a parent or visitor wishes to appeal the ban this can be done using the school's complaints procedure.

During the Ban

A banned parent or carer will be required to drop off their child/children outside the main front entrance where they will be met by a member of staff. The children will also be brought out by a member of staff at the end of school day. Every attempt will be made to maintain normal communications with parents/carers during the ban, including giving them the opportunity to participate in elections for parent governors. Even where a parent/carers has been banned from the school premises, they retain their right to a termly consultation in relation to the educational progress of their child/ren. However, the school will determine who will be present at the meeting (e.g a senior member of staff might accompany the class teacher) and its location (it may be arranged off site).

Review

All decisions to ban will be reviewed annually by the Personnel Salaries and Well Being (PSWB) committee at the last meeting of the year, taking into account the frequency and consistency of the bans being issued. This policy will be reviewed annually at the same meeting.

Policy approved – November 2015

Reviewed July 2016