

The Governors of Stow Heath Primary School wish to ensure that the school is a safe place, where relationships between staff and visitors, especially parents/carers, demonstrates mutual respect and recognition of a shared responsibility for pupils' welfare and education progress. The Governors realise that parental involvement is an important factor in educational success and in dealing with any issues at an early stage.

There are occasions when the behaviour of a few parents/carers can cause severe disruption or worse, result in abusive or aggressive behaviour towards staff, pupils or other members of the school community.

The Governing Body 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 free from fear of violence and abuse, and the right in an extreme case, of appropriate self defence. We expect parents and other visitors to behave in a reasonable way towards members of school staff and other school community members.

Violence, threatening behaviour and abuse against staff and other members of the school community will not be tolerated. All members of the school community have a right to expect their school is a safe place to work and learn.

Unacceptable behaviour:

- Shouting at members of school staff, parents or children either in person or over the telephone;
- Physically intimidating a member of staff, parent or child eg standing very close to her/him;
- The use of aggressive hand gestures;
- Threatening behaviour;
- Shaking or holding a fist towards another person;
- Swearing;
- Using abusive/offensive behaviour;
- Pushing;
- Hitting, slapping, punching and kicking;
- Spitting;
- Racist, sexist, homophobic or transgender comments;
- Breaching school's security procedures.

This is not an exhaustive list but seeks to provide examples of such behaviour. **Unacceptable behaviour may result in the local authority and the police being informed. Parents may be banned from the school premise.**

Procedure to be followed

If a parent/carer behaves in an unacceptable way towards a member of the school community, the head teacher or appropriate senior staff will seek to resolve the situation through discussion and mediation. If necessary, the school's complaints procedures should be followed. Where all procedures have been

exhausted , and aggression or intimidation continue, or where there is an extreme act of violence, a parent may be banned by the head teacher 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 she/he is banned from the premises, subject to review, and what will happen if the ban is breached, eg that police involvement or an injunction application will follow.
2. Where an assault has led to a ban, a statement indicating that the matter has been reported to the local authority and the police will be included.
3. The chair of governors/LA will be informed of the ban.
4. Where appropriate, arrangements for pupils being delivered to, and collected from the school gate will be clarified.

Conclusion

The local authority itself may take the action where behaviour is unacceptable or there are serious breaches of our home-school code of conduct or health and safety legislation, in implementing this policy, the school will, as appropriate, seek advice from the local authority to ensure fairness and consistency.

Approved

Chair of Committee.....

Date.....

Review.....