



St Edward's
RC/CE VA School

Policy on Managing Behaviour from Parents, Carers and Visitors to our School

**Reviewed and Approved by Personal Development, Behaviour and
Welfare Committee Governors**

On: 12 October 2017

Reviewed and Ratified at the St Edward's FGB

On: 4 December 2017

Next Review date: Autumn 2019

Member of SLT responsible: Mr M Antram

1. Statement of intent

St Edward's School encourages close links with parents and carers and the community. We believe that students benefit when the relationship between home and school is a positive one. We strive to make our school a place where we model for children the Christian behaviour we teach and expect. As a school aiming to reflect a "rights respecting" ethos, we promote respect for all with whom we work, and celebrate differences in a positive manner. We place a high importance on good manners and positive communication, founded on mutual respect. The vast majority of parents and carers and others visiting our school are keen to work with us and are supportive of the school. However, on the rare occasions when a negative attitude towards the school is expressed, this can result in aggression, verbal and/or physical abuse towards school staff.

Our school expects and requires its 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 staff have the right to work without fear of violence and abuse and the right, in an extreme case, of appropriate self-defence.

We expect parents and carers, and other visitors to behave in a reasonable way towards school staff. This policy outlines the steps that will be taken where behaviour is unacceptable

2. Behaviour

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:

- Shouting at school staff, either in person or over the telephone
- Physically intimidating a member of staff, eg standing very close to her/him
- The use of aggressive hand gestures
- Threatening, belittling, disparaging, or insulting school staff
- Shaking or holding a fist towards another person
- Swearing at a member of school staff
- Pushing
- Hitting, eg slapping, punching and kicking
- Spitting
- Racist, sexist or other derogatory comments
- Breaking the school's security procedures
- Making defamatory comments about members of staff or Governors online

Unacceptable behaviour will result in the Local Education Authority, the Diocesan Board of Education, the Chair of Governors and the Police being informed. Legal action may follow.

3. Procedure

When a parent/carer or member of the public behaves in an unacceptable way towards a member of the school staff the Headteacher or appropriate senior staff will seek to resolve the situation through discussion and mediation. If necessary, the school's complaints procedure should be followed. If a parent or carer refuses to use the informal and formal complaints procedure, the school will consider the concern closed. Where all procedures have been exhausted, and aggression or intimidation continue, or where there is an extreme act of violence, a parent/carer may be banned by the Headteacher from the school premises for a period of time, subject to review. The school also reserves the right to restrict access to members of staff, or to only communicate on terms that the school feels are appropriate under the circumstances.

Where such behaviour does occur on site, the person involved will be invited to leave the premises or be taken to a room away from other persons.

If telephone conversations become threatening, abusive or contemptuous, members of staff are instructed to terminate the call and report the incident. In line with many institutions, all calls to and from the school are recorded for security and training purposes, and the site is comprehensively covered by CCTV.

An investigation will be conducted and an incident report form will be completed (Appendix A) and evidence taken from witnesses.

If a ban is deemed appropriate the following steps will be taken:

1. The parent or 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, eg that an injunction application may follow.
2. Where an assault or threatening behaviour has led to a ban, a statement confirming that the matter has been reported to the Local Education Authority and the Police will be included.
3. The Chair of Governors will be informed of the ban.
4. Where appropriate, arrangements for students being delivered to, and collected from the school gate will be clarified.

4. Conclusion

St Edward's School will always take action where behaviour is unacceptable and constitutes a breach of our home-school code of conduct or health and safety legislation.

Incident Report Form

(Includes trespass, nuisance or disturbance on school premises, verbal abuse, sexual or racial abuse, mental abuse, threats, aggression, physical violence and intentional damage to personal property).

This form should be completed as fully as possible. Please confine your information to matters of fact; you should expect that this form would be made available to any interested person. A member of staff should complete the form for an incident involving or witnessed by a student. Please use continuation sheet if necessary.

Date of incident Day of week Time

1. Member of staff or other person reporting incident

Name

Work address: (if different from school address)
.....

Position

2. Personal details of person assaulted/verbally abused/intimidated (if appropriate)

Name

Work address: (if different from school address)/home address (if student).
.....

Job/Position (if member of staff)

Dept/Section/Class

Age Gender

3. Details of trespassers/assailant(s)/aggressor(s) (if known)

.....

4. Witness(es) if any

Name

Address

Age (approx) Gender

Other Information

Relationship between member of staff/student and trespasser/assailant, if any.

5. Details of incident

a) Type of incident (e.g. if trespass, was the trespasser causing a nuisance or disturbance and how, if assault, give details of any injury suffered, treatment received etc.

b) Location of incident (attach sketch if appropriate)

c) Other details: describe incident, including, where relevant, events leading up to it; relevant details of trespasser/assailant not given above; if a weapon was involved, who else was present.

6. Outcome: (e.g. whether police called; whether trespasser was removed from premises under section 547 Education Act 1996; whether parents/carers contacted; what happened after the incident; any legal action)

If you have other comments that you wish to discuss then please contact the Headteacher directly.

Signed Date

Please return as soon as possible to:
Headteacher
St Edward's RC CE VA School
Dale Valley Road
Poole
Dorset
BH15 3HY

Date of receipt:.....

Recorded Delivery

Dear Sir/Madam,

I have received a report from the Headteacher at St Edward's School about your conduct on (enter date and time).

[Add summary of the incident and of its effect on staff, students, other parents/carers.]

I must inform you that the Governing Body will not tolerate conduct of this nature on its premises and will act to defend its staff and students. On the advice of the Headteacher I am therefore instructing that (for a temporary period) you are not to reappear on the premises of the School. If you do not comply with this instruction I shall arrange for you to be removed from the premises and shall recommend that you be prosecuted under Section 547 of the Education Act 1996. If convicted under this section, you are liable to a fine of up to £500.

For the duration of this decision you may bring your son(s)/daughter(s) (complete as appropriate) to school and collect them/him/her (delete as appropriate) at the end of the school day, but you must not go beyond the school gate. In addition, the school reserves the right to alter normal channels of communication with you during this period.

Arrangements have been made for your (delete as appropriate) son(s)/daughter(s) (insert child/rens names) to be collected, and returned to you, at the school gate by a member of the School's staff.

The withdrawal of permission for you to enter the school premises takes effect straightaway. However, I still need to decide whether it is appropriate to confirm this decision. Before I do so, I wish to give you an opportunity to give me in writing any comments or observations of your own in relation to the report which I have received from the Headteacher. These comments may include any expressions of regret on your part and any assurances you are prepared to give about your future conduct. To enable me to take a decision on this matter at an early point, you are asked to send me any written comments you wish to make by (state date ten working days from the date of this letter).

If on receipt of your comments I consider that my decision should be confirmed, you will be supplied with details of how to pursue a review of the circumstances of your case.

Yours faithfully,

Chair of Governors

BAN LETTER-1

Letter to Parent or carer with child/ren at the school

Recorded Delivery

Dear Sir/Madam,

I have received a report from the Headteacher at (insert name) School about your conduct on (enter date and time).

[Add summary of the incident and of its effect on staff, students, and other parents/carers]

I must inform you that the Governing Body will not tolerate conduct of this nature on its premises and will act to defend its staff and students. On the advice of the Headteacher I am therefore instructing that you are not to reappear on the premises of the School. If you do not comply with this instruction I shall arrange for you to be removed from the premises and shall recommend that you be prosecuted under Section 547 of the Education Act 1996. If convicted, you are liable to a fine of up to £500.

In addition, please note that the school reserves the right to alter normal channels of communication with you.

Yours faithfully,

Chair of Governors

BAN LETTER-1 (a)

Letter to member of the public

Recorded Delivery

Dear Sir/Madam,

On (give date) I wrote to you informing you that on the advice of the Headteacher, I had withdrawn permission for you to come onto the premises of St Edward's School. To enable the Governing Body to determine whether to confirm this decision for a longer period, I gave you the opportunity to give your written comments on the incident concerned by (give date).

I have not received a written response from you/I have now received a letter from you dated (insert date), the contents of which I have noted. (Delete either sentence as appropriate).

In the circumstances, and after further consideration of the Headteacher's report, I have determined that the decision to withdraw permission for you to come onto school premises should be confirmed. I am therefore instructing that until further notice you are not to come onto the premises of the school without the prior knowledge and approval of the Headteacher. If you do not comply with this instruction I shall arrange for you to be removed from the premises and shall recommend that you be prosecuted under Section 547 of the Education Act 1996. If convicted, you are liable to a fine of up to £500.

In addition, the school reserves the right to alter normal channels of communication with you.

Notwithstanding this decision the Headteacher and staff at St Edward's School remain committed to the education of you child/children (delete as appropriate), who must continue to attend school as normal under the arrangements set out in my previous letter.

The Governing Body will take steps to review the continuance of this decision on (give date). When deciding whether it is necessary to extend the withdrawal of permission to come on to the School's premises, the Governing Body will take into account the extent of your compliance with the decision, any appropriate expressions of regret and assurance of future good conduct received from yourself and any evidence of your co-operation with the School in other respects.

[Include where the incident has arisen within the context of a parental complaint against the School]

Finally I would advise you that I have asked the Headteacher to ensure that your complaint that (give brief details) is considered under the appropriate stage of the School's parental complaints procedure. The School will contact you about this in due course.

If you wish to pursue the matter further, you have a right to a review of the circumstances of this case by contacting the Borough of Poole, Children and Young People and Learning.

Yours faithfully,

Chair of Governors

BAN LETTER 2

Letter to parent or carer with child/ren at the school

Recorded Delivery

Dear Sir/Madam,

I wrote to you on (give date) withdrawing permission for you to come onto the premises of St Edward's School until further notice. In that letter I also advised you that I would take steps to review this decision on (give date).

I have now completed the review. However, after consultation with the Headteacher, I have determined that it is not yet appropriate for me to withdraw my decision. (Give a brief summary of reasons.)

I therefore advise that the instruction that you are not to come onto the premises of St Edward's School without the prior knowledge and approval of the Headteacher remains in place until further notice. In addition, the school reserves the right to alter normal channels of communication.

I shall undertake a further review of this decision on (give date).

If you are dissatisfied with this decision, you have a right to complain to the local education authority.

Yours faithfully,

Chair of Governors

BAN LETTER 3

Letter to parent or carer with child/ren at the school

Recorded Delivery

Dear Sir/Madam,

On (Insert date) I wrote to you informing you that, on the advice of the Headteacher, I had temporarily withdrawn permission for you to come onto the premises of St Edward's School. To enable me to determine whether to confirm this decision for a longer period, I gave you the opportunity to let me have your written comments on this incident by (insert date).

I have not received a written response from you / I have now received a letter from you dated (insert date), the contents of which I have noted. (delete either sentence as appropriate).

[However] In the circumstances, and after consulting with the Headteacher, I have decided that it is not necessary to confirm the decision, and I am therefore restoring to you the permission to come onto the school premises, with immediate effect.

Nevertheless I remain very concerned at the incident which occurred on (insert date), and I must warn you that if there is any repetition of your behaviour on that occasion, I shall not hesitate to withdraw permission for you to come onto the premises again.

Yours sincerely,

Chair of Governors

Recorded Delivery

Dear Sir/Madam,

I wrote to you on (give date) informing you that I had withdrawn permission for you to come onto the premises of St Edward's School until further notice. In that letter I also advised you that I would take steps to review this decision on (give date).

I have now completed the review. After consultation with the Headteacher, I have decided that it is now appropriate to change that decision and I am therefore restoring to you the permission to come onto the school premises, with immediate effect.

I trust that you can now be relied upon to act in full co-operation with the School and that there will be no further difficulties of the kind that made it necessary for me to prevent you entering the premises. I should, point out that if there is any repetition of your behaviour, I shall not hesitate to withdraw permission for you to come onto the premises again.

Yours sincerely,

Chair of Governors

Depending on who signed original banning letter.

UNBAN LETTER 2

PLEASE PASS TO HEADTEACHER'S PA

Other factual information (to be completed by school as appropriate)

a) Possible contributory factors

b) Is trespasser/assailant known to have been involved in any previous incidents YES/NO

c) Give date and brief details of (b) if known

d) Had any measures been taken to try to prevent an incident of this type occurring? If so, what?

Could they be improved?

e) If no measures had been taken beforehand, could action now be taken? If so, what?

f) Any other relevant information

Date of Review: