



Downholland Haskayne CE Primary School

Conduct and Behaviour Policy (Parents, Carers, and Visitors)

Introduction

At Downholland Haskayne, we strive to build a strong relationship with parents, carers and visitors in order to foster and create a supportive, stimulating, and collaborative environment throughout school. As part of our approach in fostering positive relationships we expect all members of our school community to act in a respectful and courteous manner when interacting with one another, which includes interactions with; members of staff, governors, pupils, other parents, visitors etc.

All members of our school community have a right to be present on school grounds without fear of physical or verbal abuse, violence, attacks, or being subject to intimidating and threatening behaviour. Instances of insulting, abusive, and threatening language, along with actual physical violence or intimidation will not be tolerated by the school and may result in actions being taken in accordance with this policy.

This policy outlines the manner in which members of the school community are expected to behave and applies to interactions that take place on school premises; interactions that occur remotely via video call/conference, telephone, email etc; and those interactions that occur on social media or on a public forum that relate to school.

1. Application

This policy applies to the conduct and behaviour of parents, carers, and visitors who are a part of the school community, or those who come on to school grounds and/or interact with the school or members of its community either in person or remotely.

The procedures and actions set out within this Policy do not apply to pupils, staff members, or governors of the school, as their conduct is governed by other policies and procedures that fall outside the scope of this policy.

This policy does not restrict or limit the application and enforceability of other school Policies or legal rights, and shall be read and considered in conjunction with other policies and legal rights as appropriate.

2. Expectations

Parents, carers, and visitors are expected to interact with other members of the school community i.e. members of staff, governors, pupils, other parents, visitors etc. in a respectful and courteous manner. The below is a non-exhaustive list of some of the key expectations that must be upheld.

Parents, carers, and visitors must:

- Conduct themselves in a respectful, professional and dignified manner when interacting with members of the school community either in person or remotely i.e. telephone, email, social media etc.
- Treat all members of the school community with respect, dignity, and kindness, and they must not act in a way that aims to disrespect, undermine, threaten or intimidate any member of the school community.
- Work collaboratively with the school in addressing any challenging or inappropriate behaviour that relates to either themselves or their child.
- Respectfully engage with members of staff to resolve any concerns, issues or disagreements that they may have in relation to themselves, their child, or in relation to another member of the school community, and where appropriate must follow the appropriate school policy(ies) or procedure(s) in an attempt to resolve the matter.
- Meet with members of school staff (when applicable) during school hours and at a time that is mutually beneficial for everyone involved, and parents, carers, and visitors must not demand or expect staff members to become available to hold meetings immediately or within a short period of time. *Meetings may be held immediately or within a short period of time where the matter is urgent. However, the expectation of behaving respectfully and professionally still remains in such circumstances, regardless of how urgent the matter may be.*
- Ensure that they are not intoxicated with alcohol or other substances whilst on school grounds or interacting with members of staff, and must not smoke cigarettes, e-cigarettes, vapes or other substances whilst on school premises.

Under certain circumstances it may be necessary for school to hold meetings with parents, carers, or visitors remotely via video call i.e. MS Teams, Zoom, Skype etc. in these circumstances the below expectations must also be upheld, in addition to the above.

When joining a virtual meeting via video call, parents, carers, and visitors must:

- Be appropriately dressed.
- Ensure they are in an appropriate setting/environment (being in a bathroom, toilet, or in or on a bed would be inappropriate).
- Ensure they remain respectful and professional and should not engage in inappropriate conversations that do not relate to school or their child's education, and must not use unprofessional/inappropriate language as may be used in casual settings.
- Not smoke, consume alcohol or food whilst on the video call.

3. Inappropriate Conduct and Behaviour

At Downholland Haskayne, we aim to build a safe, supportive, and welcoming environment for all members of the school community, and any instances of inappropriate conduct and behaviour will not be tolerated by school and may be addressed in accordance with this policy. The below is a non-exhaustive list of the type of conduct and behaviour that is considered inappropriate.

Examples of inappropriate behaviour are:

- Using foul, offensive, or abusive language.
- Singling out or targeting members of the school community in order to make them feel scared, unsafe, uncomfortable, or unwelcome on school grounds or at school events.
- Using inappropriate and suggestive language or gestures, particularly those that are of a sexual or lewd nature.
- Acting in a threatening, intimidating or aggressive manner.
- Causing property damage whilst on school grounds.
- Excessive and vexatious communications with members of staff and governors i.e. emails, telephone calls, and in person conversations, which are abusive, unnecessary, disproportionate, and that unreasonably take up school's time and resources away from daily functions and operations.
- Posting malicious, false, and harmful comments online in relation to the school, members of staff, or governors.
- Entering on school grounds without prior permission or an implied right of access/licence (Trespassing).
- Taking photographs or videos whilst on school grounds without prior permission from the school first.
- Consuming alcohol or other intoxicants whilst on school grounds.
- Coming onto school grounds or interacting with members of school staff or governors (in person or remotely) whilst drunk or intoxicated.
- Smoking cigarettes, e-cigarettes, vapes, or other substances whilst on school grounds.

4. Managing Inappropriate Conduct and Behaviour^[HM1]

Instances of inappropriate conduct and behaviour will be managed in a variety of different ways depending on the type of conduct and behaviour and its severity. In certain circumstances the actions that need to be taken by school will fall outside the scope of this policy and will be dealt with as appropriate i.e. reporting matters to the police, seeking legal redress via the courts, reporting matters to children's social care, safeguarding etc.

Informal Discussions

in cases of inappropriate conduct and behaviour, school will initially aim to have an informal conversation with the parent, carer, or visitor in an attempt to address their conduct and behaviour.

Conversations will typically take place during school hours either via an in person or virtual meeting, or via telephone call, and parents, carers, and visitors are expected to engage with school in attempting to resolve the matter.

An informal discussion will not take place in cases where it is considered inappropriate to do so, or the severity of the inappropriate conduct or behaviour warrants the matter being escalated without holding an informal discussion first. **The decision of whether an informal discussion needs to take place is at the sole discretion of school**

Formal Warning

In instances where following an informal discussion the inappropriate behaviour continues and persists, a formal warning (in writing) will be sent either by school directly or on school's behalf, in which the inappropriate conduct and behaviour will be addressed.

In certain instances it will be necessary for a formal warning to be sent without first holding an informal discussion. This will normally apply to circumstances in which parents, carers, or visitors have refused to engage in an informal discussion, or the type/severity of the inappropriate conduct and behaviour is such (decided at school's discretion) that it warrants a formal warning sent without first holding an informal discussion.

Barring From School Grounds^[HM2]

In certain serious cases it will be necessary to bar parents, carers, and visitors from coming on to school grounds as a result of their inappropriate conduct and behaviour. Such action will be taken in situations where it is deemed necessary to bar an individual from school grounds in order to ensure the safety, health, and wellbeing of other members of the school community, including; members of staff, governors, pupils, and other parents etc.

In cases where it is appropriate to do so, school will aim to have an informal discussion, and send a formal warning before taking the decision to bar a parent, carer, or visitor from school grounds. However, in cases where it is felt that immediate action needs to be taken in order to protect other members of the school community, the decision to bar will be taken without any prior warning or notice being provided.

A barring letter will be sent either by school or on behalf of school in which individuals will be informed that they are no longer permitted to come on to school grounds without seeking expressed permission from the school first. Following receipt of such a letter individuals will have an opportunity to appeal the decision by writing to the Chair of Governors within 14 days from the date of the barring letter.

Following receipt of a written appeal against a barring letter, the Chair of Governors will make a determination as to whether the decision to bar should be upheld or lifted. The response to the appeal should be sent to the individual by the Chair of Governors (in writing) within 20 school days of the appeal being received by school.

If the decision to bar is not appealed within 14 days from the date on the barring letter, then the individual should consider the bar to be in effect and remain in place until they are told

otherwise. The school at its discretion may hear appeals in exceptional circumstances after the 14 days if it feels it is appropriate to do so.

It should be noted that following a decision to bar, if an individual comes on to school grounds without expressed permission from the school first, then their presence on school grounds will be seen as trespass, and they may be liable for arrest. Trespassing on school grounds and causing a 'nuisance or disturbance' is a Criminal Offence under Section 547 of the Education Act 1996, for which individuals could be fined up to £500.

A decision to bar an individual from school grounds will be reviewed internally by school every [specify frequency] where it relates to an individual i.e. parent, carer, or visitor who may have a continuing reason to come on to school grounds. If a decision to lift the bar is made, individuals will be informed of this in writing and invited to attend an in person or virtual meeting to discuss the lifting of the bar and expectations going forward.^[HM3]

Limiting or Restricting Communication and/or Contact

In certain circumstances it will be necessary for school to manage inappropriate conduct and behaviour by limiting or restricting communication and/or contact that parents, carers, and visitors have with members of staff or governors.

Steps to limit or restrict communication and/or contact will be done in circumstances where an individual's conduct and behaviour amounts to harassment, is abusive, or is excessive or vexatious to a point where it causes distress and discomfort to members of staff or governors, or disproportionately and unreasonably takes up school's time and resources away from daily functions and operations.

In such circumstances school will:

- Limit the amount of contact individuals have with a member of staff or governors i.e. stating that conversations, emails, calls relating to the same topic/matter need to be limited to a reasonable number (as specified by school) per day/week etc; or
- Restrict individual's communication or contact with a certain member of staff or governor by informing individuals that they are not to directly communicate or have contact with a certain member of staff or governor; or
- Restrict all non-urgent communication or contact by arranging a Single Point of contact (SPOC), where individuals are only to communicate or have contact with a specified individual(s) i.e. Headteacher, Deputy Headteacher etc. and/or non-urgent communication and contact is to be limited and restricted to a certain medium i.e. email, telephone etc.

In cases where it is appropriate to do so, school will aim to have an informal discussion, and send a formal warning before taking the decision to limit or restrict communication and/or contact. However, in cases where it is felt necessary to take immediate action, the decision to limit or restrict communication and contact will be taken without any prior warning or notice being provided.

Such limitations or restrictions in communication or contact will be unilaterally decided at school's sole discretion, and school will inform individuals of such arrangements in writing in which it will specify the limitation or restrictions that are being imposed.

A decision to limit and/or restrict communication and contact will be reviewed internally by school [specify frequency] where it relates to an individual i.e. parent, carer, or visitor who may have a continuing reason to communicate with or contact school. If a decision to lift the limitations or restrictions is made, individuals will be informed of this in writing and invited to attend an in person or virtual meeting to discuss the removal of the limitations and restrictions in communication and contact and discuss expectations going forward.^[HM4]

5. Review

This document will be reviewed on an annual basis by the Governing Body of the school and any changes made will be communicated to all relevant members of the school community, including parents, carers, members of staff etc.

This document is scheduled to be reviewed in July 2025