



Moorside Primary Academy

Policy for Acceptable Behaviour of Staff, Visitors and Parents

Policy agreed: March 2018

Review date: April 2019

Signed: (Chair of Governing Board):

The Governing Board of Moorside Primary Academy actively encourages close working links with parents and the local community. It believes that pupils benefit greatly when the relationship between home and the Academy is a positive, co-operative and respectful one.

The vast majority of parents, carers, families and others visiting our Academy are keen to work with us and are supportive of the hard work our staff for the benefit of our pupils. From time to time, it is necessary for parents and the Academy to deal with problems relating to particular pupils. It is important that discussion 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 very rare occasions, aggression, verbal abuse and/or physical abuse is directed towards members of Academy staff or members of the wider school community.

The Governing Board 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 of other colleagues where appropriate. However, all members of staff have the right to work without fear of violence, intimidation or abuse, and it is expected that this principle is respected at all times.

Violence, threatening behaviour and verbal abuse against school staff or other members of the school community, including other parents and pupils, will not be tolerated. All members of the Moorside Primary Academy school community have a right to expect that their Academy is a safe place in which to work and learn. There is no place for any form of abuse, threatening behaviour or violence 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 policy outlines the steps that will be taken where behaviour is unacceptable.

Unacceptable Behaviour

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 school community, include:

- verbal intimidation, for example shouting or swearing, either in person or on the telephone;
- constant emails and/or phone calls which amount to harassment and intimidation;

- regularly emailing staff and expecting responses at unreasonable times (such as late at night, during evenings, or at weekends), or within unreasonable time frames – emails will be responded to within two working days;
- inappropriate electronic or online activity, including publishing abusive or inappropriate content with regards to the school, staff or pupils on social networking sites, on the internet, or via email communication;
- any form of physical contact;
- physical intimidation, for example standing unnecessarily close to a member of staff;
- the use of rude or aggressive hand gestures, including shaking or holding a fist or finger towards another person;
- spitting;
- racist, sexist or homophobic comments;
- making abusive comments in writing;
- breaching the school's security procedures – all visitors to school must first report to the main reception area.

This is not an exhaustive list but seeks to provide illustrations of unacceptable behaviour. In particular, the Academy is concerned to protect its pupils from being exposed, directly or indirectly, to such behaviour. No child at Moorside should have to witness the unacceptable behaviour of an adult on site.

Unacceptable behaviour may result in the police being called or the incident being reported to them.

Parental/Visitor Access to Moorside Primary Academy premises

Normally, parents, carers and those with parental responsibility, plus visitors, are granted 'limited licence' to visit the grounds and buildings of the school. Where there are serious concerns regarding the conduct of a parent/carer/visitor, and concerns about possible staff/pupil safety, the Principal can:

- initiate a meeting/dialogue with the individual;
- write to the visitor, describing their misconduct, explaining its impact on the school and stating the reasons why it is unacceptable;
- vary the person's 'licence'/access to the Academy, for example through the application of conditions;
- warn of the possibility of a 'ban' (withdrawal of the licence to visit) if the misconduct is repeated;
- impose a ban, with a review after a fixed period of time;
- impose a ban without review.

No meeting at the school may be electronically recorded without the express permission of all parties, and that information obtained without such permission will not be admissible in any proceedings.

Procedure to be followed:

If a parent/carer/visitor behaves in an unacceptable way towards a member of staff or another member of the school community, the Principal or appropriate member of 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 and intimidation continue, or where the circumstances otherwise require it, a parent/carer/visitor may be banned by the Principal 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/visitor 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, for example, that police involvement or a court injunction application may follow.
2. Where an assault has led to a ban, a statement indicating that the matter has been reported to the police will be made.
3. The Chair of the Board of Governors will be informed of the ban.
4. As appropriate, arrangements for meetings at school regarding pupils, and arrangements for pupils being delivered to and collected from the Academy will be clarified.

Conclusion

Children learn best when there is a positive partnership between home and the Academy. Whilst every effort will be made to work with parents, this will only be possible when parents behave in a respectful and acceptable way. Unacceptable behaviour will be challenged, and as a final resort may lead to legal action.

In implementing this policy, the Academy will, as appropriate, seek advice from the Trust and its solicitors if necessary, to ensure fairness and consistency.

This policy to be reviewed annually.



Moorside Primary Academy

We welcome visitors to our school.

We will act to ensure it remains a safe place for pupils, staff and all other members of our community.

If you have concerns we will always listen to them and seek to address them.

Please be aware, however, that abusive, threatening or violent behaviour will not be tolerated in this school.

Visitors behaving in this way are likely to be removed from the premises and may be prosecuted.

Thank you for your co-operation.