



English Martyrs' Catholic Primary School

Managing Abusive Parent/Carers or visitors to the school

Our English Martyrs' School community aims to follow the example of Christ in welcoming, recognising, fostering and developing each individual as a unique and special gift of GOD with value and dignity

Date Reviewed: September 2019

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1. Statement of Principles

At English Martyrs' Catholic Primary School, we value our strong relationship with parents and carers. Together this helps us achieve the very best for the children in a mutually supportive partnership between parents, staff and the school community.

As a partnership, our parents understand the importance of a good working relationship to equip their children with the necessary skills for adulthood. For these reasons we continually welcome and encourage parents or carers to participate fully in the life of our school.

To truly create the best outcomes for children requires the relationship between home and school to be based on the principles of care, integrity, trust and mutual respect. The maintenance of this relationship is important to ensure that all within the school community are safe (please read our Safeguarding Policy) and not open to undue distress and anxiety.

As well as following the guidance set out in our Home-School Agreement parents, carers and visitors are reminded to:

- Respect the caring ethos of the school
- Understand that parents and teachers need to work together for the benefit of the pupils
- Demonstrate in their own behaviour that all members of the school community should be treated with respect
- Seek to clarify a child's version of events with the school's views in order to bring out a peaceful solution to any issue
- Correct their own child's behaviour, especially where it could lead to conflict
- Approach school staff to help resolve issues of concern
- Avoid using staff as threats to admonish children's behaviour

The school may in the first instance warn the parent and seek assurance about future behaviour. If reassurance is not forthcoming, then the school will proceed as in No 2 below including details of how long the ban will last. Depending on the severity of the offence, the school may impose an immediate ban.

2. Behaviour

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

School does not tolerate:

- Disruptive behaviour which interferes or threatens to interfere with the operation of a classroom, office or other area of school grounds.
- Loud or offensive language, swearing, cursing or displaying temper
- Physically intimidating a member of staff, e.g. standing very close to her/him;
- The use of aggressive hand gestures;

- Threatening to do actual bodily harm to a member of school staff, governor, visitor, parent/carer or pupil
- Damaging or destroying school property
- Sending abusive or threatening emails/voicemail/phone messages or other communication
- Defamatory, offensive or derogatory comments regarding the school or any of the pupil/parents/staff at the school
- The use of physical aggression towards another adult or child. This includes physically punishing your own child on school premises
- Approaching someone else's child in order to discuss or chastise them because of their actions towards their own child. (Such an approach to a child may be seen to be an assault on that child and may have legal consequences).
- Breaching the school's security procedure
- Smoking, or consuming alcohol or drugs on school property
- Bringing dogs on to school premises.

Should any of the above occur on school premises the school may feel it necessary to take action by contacting the appropriate authorities and/or sadly, consider banning the offending adult from entering the school premises.

This is not an exhaustive list but seeks to provide illustrations of such behaviour.

Note: Could parents please ensure they make all persons responsible for collecting their children aware of this policy.

3. 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. Where all procedures have been exhausted, and aggression or intimidation continue, or where there is an extreme act of violence, a parent or carer may be banned by the head teacher or the Governing Body, from the school premises for a period of time, subject to review as defined in section 547 of the Education Act (1966).

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, e.g. that police involvement or an injunction application may 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 Governing body and local authority will be informed of the ban.
4. Where appropriate, arrangements for pupils being delivered to, and collected from the school gate will be clarified.