



## **Shottery St Andrew's CE Primary School**

### **Parent/School Partnership and Respect Policy**

**Written 2016, next renewal 2019**

This document sets out procedures and policies to create and maintain a positive and collaborative relationship between the school and parents. All members of the school community have a right to be treated with an acceptable level of politeness and civility and we also set out here the details of what does or does not constitute acceptable behaviour, how we set out to encourage this, and the procedures which will apply when these standards of behaviour are breached.

Schools are private places even though they serve a public function. Parents of pupils who are on the school roll have an implied license to enter school premises. It is the legal right of the school to define the extent of access to the school premises on an individual basis.

#### 1. Politeness and Civility

The school premises are both a workplace, and a setting where the school must fulfil its duty of care to students. Students are taught to be respectful and polite to teachers and other adults in the setting. In turn, adults are expected to be role models for polite behaviour.

In the context of the school setting, we therefore expect all adults to behave with exemplary politeness and calm. Pupils have a right to feel safe at school.

In the context of the workplace, all staff must adhere to professional standards, and at the same time have the right to be treated with courtesy by other staff and parents, and to never feel threatened, unsafe or harassed.

#### Unacceptable adult behaviour

The following adult behaviours are considered unacceptable in the context of this policy:

- Threatening, abusive and aggressive language or actions, including shouting, swearing, or physical intimidation of any kind.

- Harassment, which may take the form of demands or criticism directed at a particular individual on two or more occasions
- Abusive telephone calls involving shouting or threats.
- Threatening emails, letters, or abuse via social media.
- Persistent or wilful failure to comply with any of the school's published policies.

## 2. School and staff policy

The school and staff have a responsibility to minimise the possibility of unacceptable adult behaviour, and to try to defuse, and always to avoid escalating such behaviour where it occurs.

The School adopts the definitions and practises of Warwickshire County Council's document "Health & Safety Working Safely Guides: Managing Violence and Aggression" which should be supplied to all staff (during induction), and made available to interested parties on request.

Common sense should apply in addition to the following guidelines:

- Staff should be alert to contentious or emotive issues, and only discuss them in an appropriate environment, at an agreed time and place. Information which might be expected to anger or upset a parent should be talked over with a senior member of staff before being delivered
- All discussions with parents who have previously been in breach of this policy should be undertaken in an appropriate environment, at an agreed time and place
- Discussions should only be between staff and parents. If anyone else is present, this must be agreed in advance by the Head Teacher, and all parties informed
- Staff should not proceed with meetings other than with the expected attendees, or other than at the agreed time and place
- An appropriate environment will depend on the circumstance, but in general
  - The head teacher will be notified in advance of the meeting
  - Pupils will not be present or nearby, unless invited to the meeting
  - A second member of staff will be present, or close by
- Should a discussion become heated, staff should at all times maintain a calm approach, not interrupting or arguing
- Should a member of staff feel intimidated, bullied or harassed, they should end the meeting immediately, in a polite but firm manner and not enter into further discussion at that time. If necessary they should walk away and/or seek the assistance of other staff.

## 3. Parent behaviour and sanctions

Staff have an absolute right to be treated with civility by other adults. Unacceptable behaviour as defined by this policy will not be tolerated by the school.

All incidences of unacceptable behaviour by will be reported to the Head Teacher, who will in the first instance take appropriate action to ensure the immediate wellbeing of the member of staff and any students present.

The Head Teacher will record the incident, and, as a minimum, if the perpetrator is a parent/ will write to that parent on behalf of the School warning them as to their future behaviour. Staff who may come into contact with the parent will be notified and will henceforth apply the provisions of section 2 of this policy. If the behaviour is considered serious, or illegal, the Head Teacher should consider further immediate action as might be required, including further steps as indicated below, and/or informing the Police.

### Further steps where unacceptable behaviour is serious or repeated

The school has the right to determine when and how a parent or guardian may access the school premises. If a parent exceeds this it will be considered trespass. Trespass is a civil offence and schools can take court action if an individual repeatedly trespasses onto school premises.

Under section 547 of the Education Act, 1976, it is a criminal offence for a person who is on school premises without lawful authority to cause or permit a nuisance or disturbance. Therefore, if a parent has been barred and still enters the school premises and either causes or permits a nuisance or disturbance to occur then they may be guilty of a criminal offence. Where staff or children feel threatened, the presence of the individual may in itself constitute a nuisance. The Police have power to remove the parent from the school in this situation.

In case of serious or repeated unacceptable behaviour, the Head Teacher will take the following action:

- If the person is on the premises, ask them to leave immediately and not return, calling the Police if they do not comply, and continue to cause or permit a nuisance or disturbance.
- Write to, and email the person informing them that, by order of the School, they are not allowed to enter the school premises until further notice on a provisional basis (see template letter below). A copy of this policy should be attached to this letter, and the Complaints Policy also should be referenced and a link provided.
- The person/s subject to the order should be given the opportunity to make representations for lifting of the bar, which will remain provisional until this point. The Complaints Procedure will be referenced and every effort made to offer a meeting with the person within 2 weeks.
- Where the Head Teacher has already discussed the matter at hand and no satisfactory conclusion reached, any further complaint should immediately be treated as a formal Complaint, so that the Complaints Procedure will be automatically invoked. The Chair of Governors should be notified.
- Where a parent/guardian is disallowed from entering school premises, drop-off and pickup will be a hand-over at the school gate
- If a parent/guardian who has been disallowed from entering school premises does so nonetheless, they should not be confronted, other than being politely asked to leave if that is possible without causing disruption. If the person is considered to be causing a nuisance or disturbance, the Head Teacher must call the Police, since a criminal offence has been committed. The school will consider contacting its lawyers to establish an appropriate framework for the civil enforcement of an exclusion which is ignored. An emergency meeting of the Governing Body should be called if legal measures might be required.

References:

[https://www.gov.uk/government/uploads/system/uploads/attachment\\_data/file/295978/school\\_security\\_advice\\_181212\\_2\\_.pdf](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/295978/school_security_advice_181212_2_.pdf)

Template letter (on school letterhead).

Dear xxx,

On <time and date(s)> you <summary of behaviour(s) in breach of policy>.

According to the provisions of the School's Parent/School Partnership and Respect Policy (attached), in order to prevent further nuisance, disturbance or harassment I regret to inform you that the School is barring you from school premises with immediate effect.

This means that you must not enter the premises at any time, unless you have an appointment to see me. If you do enter the premises, you will be committing an act of trespass. Under section 547 Education Act 1996 it is a criminal offence for a person who is on school premises without lawful authority to cause or permit a nuisance or disturbance.

This bar is provisional which means that, should you wish, you have the right to make representations for the lifting of the exclusion. We use the school Complaints Procedure (attached) for this purpose, and in the first instance you may request a meeting with me, which should occur within 2 weeks of your request. The Complaints Procedure then helps you to take your case to the Governors if you are not satisfied. In any case, I will review whether the bar should continue in place at least every 4 weeks.

<any special arrangements for drop-off or collection in the case of young or vulnerable children should be detailed here>

Yours faithfully

Head Teacher

cc: Local Authority, Chair of Governors

Encl: Parent/School Partnership and Respect Policy  
Complaints Policy

DoE "Advice on school security: Access to, and barring of individuals from, school premises",