



Code of Conduct for Parents/Carers and Visitors:

How Furzeffield Primary School deals with aggressive, intimidating or unreasonable behaviour

Owner	Headteacher
Committee	N/A
Date of Last Review	Autumn 2023
Next Review Date	Autumn 2025

Statement of Principles:

At Furzefield Primary School, we believe that **positive relationships** between home and school are essential for the success and well-being of your children. We encourage close links with parents and the wider community, and we value the contributions that parents and carers make to our school.

Expectations:

We expect parents, carers, and visitors to:

- Respect the ethos, vision, and values of our school, including our values of Kindness, Respect, Resilience, Aspiration, and Inclusion.
- Work together with staff in the best interests of our pupils.
- Treat all members of the school community with kindness, respect, and consideration, setting a good example in the way they speak to others and behave towards others.
- Seek a peaceful solution to all issues and communicate with school staff in a respectful and constructive manner.
- Acknowledge and if appropriate *correct* their own child's behaviour (or those in their care), where such behaviour could lead to conflict, aggression, or unsafe conduct.
- Follow our school's security procedures and respect the safety and well-being of all members of the school community.

Unacceptable Behaviour:

The following types of behaviour are considered **serious and unacceptable** and will not be tolerated:

- Disrupting, or threatening to disrupt, school operations (including events on the school grounds and sports team matches).
- Shouting at members of the school staff, either in person or over the telephone.
- Physically intimidating a member of staff.
- The use of aggressive gestures.
- Threatening behaviour.
- Racist, sexist, homophobic, or transphobic comments.
- Insults or swearing.
- Damage to personal property.
- Hitting, e.g. pushing, slapping, punching, and kicking.
- Spitting.
- Breaching the school's security procedures.
- Aggressive and threatening phone calls, texts, emails, or other written communications.
- Aggressive or threatening behaviour towards staff or their families (in person or via social media).
- Approaching someone else's child in order to discuss behaviour or to chastise them because of alleged behaviour. (Such an approach to a child may be seen to be an assault on that child and may have legal consequences).
- Smoking, vaping, taking illegal drugs, or the consumption of alcohol on the school premises (unless alcohol has been allowed at a specific event).

(This is not an exhaustive list and is for illustrative purposes only).

Breaching the Code of Conduct:

If the school suspects, or becomes aware, that a parent/carer or visitor has breached the code of conduct, the school may gather information from those involved and speak to the parent/carer or visitor about the incident. If necessary, the school's Complaints Procedures should be followed.

Depending on the nature of the incident, the school may then take one or more of the following steps (not necessarily in the order below):

- Invite the parent/carer or visitor into school to meet with a senior member of staff or the headteacher.
- Issue a **verbal warning** of breach of this Code of Conduct.
- Issue a **written warning** of a breach of this Code of Conduct.
- Contact the appropriate authorities.
- Seek advice from the local authority's legal team regarding further action (in cases of conduct that may be libellous, slanderous or in cases of assault).
- **Ban the parent from entering the school site.**

Schools can ban someone from school premises if they feel that that person's aggressive, abusive or insulting behaviour or language is a risk to staff or pupils. **It is enough for a member of staff or a pupil to feel threatened for the headteacher to make a decision as to whether to impose a ban.**

Barring process and procedure:

In imposing a ban, the following steps will usually be taken (**however immediate bans may also take place if deemed necessary by the headteacher**):

- The parent/carer or visitor will be informed, in writing from the headteacher, that any further unacceptable behaviour (such as those listed above) may lead to a ban from school premises for a set period or **indefinitely**.
- If the negative behaviour continues, the parent/carer or visitor will be informed, in writing, that she/he has been banned from school premises for a set period. Letters should usually be signed by the Headteacher, though in some cases the Chair of Governors may wish to write instead.
- Where an assault or other serious incident has led to a ban, a statement indicating that the matter has been reported to the police will be included.
- Where appropriate, arrangements for pupils being delivered to, and collected from the school gate will be clarified.

The school will always respond to an incident in a proportional way within the parameters of this policy. The final decision for how to respond to breaches of the code of conduct rests with the headteacher. The headteacher will consult the Chair of Governors before banning a parent from the school site but does not require permission from the Chair of Governors to do so.

Removing Individuals from School Premises:

Section 547 of the Education Act 1996 makes it a criminal offence for a person who is on school premises without legal permission to cause or permit a nuisance or disturbance. Trespassing itself does not constitute a criminal offence. To have committed a criminal offence, an abusive individual

must have been barred from the premises or have exceeded their 'implied licence', then also have caused a nuisance or disturbance.

If a school has reasonable grounds to suspect that someone has committed a criminal offence, then they can be removed from the school by a police officer or a person authorised by the appropriate authority such as the Headteacher, Local Governing Board or Local Authority.

Inappropriate Use of Social Media:

We expect all parents/carers to act appropriately online as well as in person. The use of social media to fuel campaigns and complaints against schools or to share inappropriate information or to bully another person, e.g. naming children involved in incidences, sharing confidential information regarding an aspect of school life, making allegations or accusations or sharing false news, will be taken very seriously.

We consider the use of social media websites or Apps in this way as unacceptable and not in the best interests of the children or the whole school community. Any concerns you may have must be raised through the appropriate channels by speaking to the class teacher, the leadership team, or the Headteacher, so they can be dealt with fairly, appropriately, and effectively for all concerned, in line with the school's Complaints Procedure.

In the event that any parent/carer of a child being educated in this school is found to be posting libellous or defamatory comments on Facebook or other social network sites or apps, they will be reported to the appropriate 'report abuse' section of the network site.

All social network sites have clear rules about the content which can be posted on the site, and they provide robust mechanisms to report contact or activity which breaches this. The school will also expect that any parent/carer removes such comments immediately. **In serious cases, the school will also consider its legal options to deal with any such misuse of social networking and other sites. In some cases, the appropriate authorities may be contacted.**

Dealing with Serial unreasonable requests, concerns or complaints:

Furzeffield Primary School is committed to addressing all complaints fairly and impartially, and to providing a high-quality service to those who raise concerns. While we aim to maintain open lines of communication, we cannot condone unacceptable behaviour and will take measures to safeguard our staff from any form of abusive, offensive, or threatening conduct.

Definition of Unreasonable Behaviour:

Furzeffield Primary School defines unreasonable behaviour as any conduct that obstructs the fair consideration of concerns or complaints due to the frequency or nature of the complainant's contact with the school. This includes situations where the complainant:

- Refuses to clearly articulate their complaint or specify the grounds and desired outcomes, despite offers of assistance
- Fails to cooperate with the complaints investigation process
- Insists on dealing with the complaint in ways that are incompatible with the complaints procedure or good practice
- Unjustly complains about school staff and seeks their replacement
- Alters the basis of the complaint *during* the investigation

- Repeatedly raises the same complaint despite previous investigations or responses concluding it as being unsubstantiated
- Seeks an unrealistic outcome that would be unreasonable to expect *any* school to be able to achieve
- Places excessive demands on school time through frequent, lengthy, and complicated contact regarding the concern or complaint, in person, in writing, by email, or by telephone
- Uses threats, abusive, offensive, or discriminatory language, or violence
- Knowingly provides falsified information

Process:

Persons who have raised complaints through the formal procedure are encouraged to limit their communication with Furzefield Primary School regarding their complaint while it is being addressed. Repeated correspondence (via letter, phone, email, or text) may hinder the resolution process.

Whenever possible, the Headteacher or member of the SLT will engage in informal discussions with the complainant before deeming their behaviour as unreasonable.

If the behaviour persists, the Headteacher will formally communicate with the complainant, explaining that their conduct is unreasonable and requesting a change.

In response to any serious incidents of aggression or violence, we may involve the police and document our actions in writing. This may include barring an individual from our school premises in line with the procedures above.

WE ADOPT A ZERO-TOLERANCE APPROACH TO AGGRESSIVE BEHAVIOUR TOWARDS OUR STAFF (WHETHER VERBAL OR PHYSICAL AND WHETHER IMPLIED OR ACTUAL). IF OUR STAFF ARE MADE TO FEEL THREATENED OR INTIMIDATED IN ANY WAY, ACTION IN ACCORDANCE WITH THIS POLICY WILL BE TAKEN.