

Featherstone High School

Parents, Carers and Visitors

Code of Conduct and

Behaviour on School

Premises Policy



Prepared by: John Noel - Senior Assistant Headteacher (Pastoral Care)

Last Reviewed: May 2023

Next Review: May 2025

Non Statutory Policy

Contents Page

1. Introduction	1
2. Expectations	1
3. Aims	1
4. The Legal Framework	2
5. Withdrawal of permission to enter and be on the school premises	2
6. Staff Procedure	2
On the School Premises	2
Off School Premises	3
Over the Telephone	4
Written Abuse	4
7. Conclusion	4
Appendix 1 - Unacceptable Behaviour	5
Definition of unacceptable behaviour	5
Types of unacceptable behaviour	5
Appendix 2: Risk Assessment	6
Appendix 3 - Steps to be taken if an incident occurs	7
Step 1 - Verbal warning	7
Step 2 - Written warning	7
Step 3 - Final written warning	7
Step 4 - Exclusion from school premises	7
Step 5 - Removal by Police	7

1. Introduction

At Featherstone High School we value the positive relationships forged with parents and visitors to the school. We promote respect for all with whom we work, and celebrate differences in a positive manner and encourage close links with parents and the community. We believe that students benefit when the relationship between home and school is a positive one. We also strive to make our school a place where as adults, we model for children the behaviour we teach and expect.

Featherstone High School places a high importance on good manners, positive communication and mutual respect. The vast majority of parents, carers and visitors to Featherstone High School are keen to work with us and are supportive of the school. However, on the rare occasion when a negative attitude towards the school is expressed, this can result in aggression, verbal and/or physical abuse towards members of the school community.

2. Expectations

The governing body expects and requires members of staff to behave professionally in these difficult situations and attempt to defuse the situation where possible, seeking the involvement as appropriate of other colleagues. All members of staff have the right to work without fear of violence and abuse. We expect parents/carers and other visitors to behave in a reasonable way towards members of school staff in person and via all forms of communication including online. This policy outlines the steps that will be taken where behaviour is unacceptable.

Featherstone High School will not tolerate physical or verbal abuse or aggressive behaviour directed towards any member of staff, a student, visitor or volunteer and will take appropriate action to calm and diffuse any situation that may arise in a fair and consistent manner. Where conflict cannot be resolved or diffused or there is the possibility of imminent physical harm towards an individual or school property, we reserve the right to call upon the Police to intervene and where necessary make a referral to social services. The School also reserves the right to consider banning an individual from the school premises as a result of their abusive, threatening or aggressive behaviour.

Featherstone High School expects parents and other visitors to always behave in a reasonable way towards all members of the school community. This policy outlines the steps that will be taken where the behaviour displayed falls below the standard of what the school expects and will not be tolerated.

Parents/carers are required to make an appointment first, before visiting the school site to speak to staff. Staff are only required to meet with adults who have parental responsibility for a child attending Featherstone High School.

3. Aims

- To protect all teaching and non-teaching staff and students, visitors and volunteers at Featherstone High School from potential physical/verbal, emotional or online abuse.
- To ensure that staff and students are safe outside the school grounds when travelling to and from school.
- To defuse potential conflict situations as far as possible.

- To deal fairly and fully with any complaint.
- To inform the complainants in a non-aggressive but firm manner of the results of any enquiry.
- To inform the complainant of their right of appeal to the Governors' Complaints Panel if a complaint is not resolved by the School (via Complaints Procedure/Policy).
- To ensure that, where a ban from the School Premises is considered, it is fair, consistent and proportionate to the incident and that the correct procedure is followed.

4. The Legal Framework

Section 547 of the Education Act 1996 makes it an offence for any person to be on school premises to cause or permit a nuisance or disturbance and allows for the removal and prosecution of any person believed to have committed an offence. A parent/carer of a child attending a school normally has implied permission to be on school premises at certain times and for certain purposes, but if the parent's/carer's behaviour is unreasonable, this permission may be withdrawn. This also applies to all other individuals invited into the school for other reasons. Parents, carers or other visitors exhibiting unacceptable behaviour could have a ban which prevents access to the school premises imposed on them.

Should they ignore this ban, they would then become a trespasser on the school site. The Governing Body, in conjunction with the Headteacher and the Grand Union Multi Academy Trust and the support of the Police, will take the lead in authorising the removal of a person believed to be causing a nuisance or disturbance, and, if necessary, will bring legal proceedings against them.

5. Withdrawal of permission to enter and be on the school premises

The school has the right to withdraw the "implied permission" for a parent/carer or visitor to enter or be on the school's premises if their behaviour while they were previously on the school's premises was unacceptable. The withdrawal of the "implied permission" will be effective as soon as the parent/carer or other visitor has been told that they must leave and are prohibited from returning, and will be confirmed in writing by recorded delivery if the home address is known.

The full procedure that the school will follow is outlined in further detail in this policy. Once the "implied permission" has been withdrawn, the school will ask the police to remove the parent/carer or visitor if they appear on the school's premises. If the parent/carer or visitor causes a nuisance or disturbance while they are on the school's premises, they may also be prosecuted in the criminal courts under Section 547 of the Education Act 1996, be liable to pay a fine of up to £500.00 and have a criminal conviction recorded against them.

Where a parent/carer or visitor has had their "implied permission" to enter and be on the school's premises withdrawn, the school will, in appropriate cases, make alternative arrangements for the parent's/carer's children to be dropped off and collected from the school, and in relation to parents' evenings and other meetings.

6. Staff Procedure

On the School Premises

If an incident arises, the member of staff will follow these procedures:

1. In the event of violence or aggression, contact the police dialling 999.
2. Contact the most senior member of staff possible and inform them of the situation.
3. Where possible the senior member of staff will attend and take charge of further actions.
4. The complainant **MUST NOT** be allowed access to a staff member about whom they are complaining. No member of staff should compromise their safety by trying to deal with an aggressive visitor and should always call another member of staff.
5. If it is safe to do so, the senior member of staff will try to get the complainant to sit down quietly in a private situation (office etc) and invite another member of staff to join them.
6. They will leave clear access to the door, leaving the door open if appropriate. If this is not possible, ensure the area is cleared of unnecessary people (students, staff or visitors) who could be at risk from harm should the situation escalate.
7. Explain that what the complainant is saying is important, that the individual they are concerned about is not available but that the school wishes to hear what they have to say.
8. Take notes whilst the complainant is speaking and check with the complainant both during and at the end of their statement to ensure that the information they have provided has been recorded correctly.
9. Explain that the information they have provided has been taken seriously and will have to be passed to the relevant member of staff who will investigate and respond directly to them.
10. Confirmation that the school has the complainant's correct contact details shall be obtained. Explain that the investigation may take several days but that the relevant member of staff will contact them.
11. Explain that if they are not satisfied with the reply from the school they are entitled to take their complaint to the School's Governing Body. Offer a copy of the School's Complaints Procedure.
12. Try to get them to leave in a calm and quiet manner.

Off School Premises

Where staff are on duty outside the school grounds or conducting a home visit, all visitors are expected to conduct themselves in the same manner as expected onsite.

If an incident arises, the member of staff will follow these procedures:

1. In the event of violence or aggression, contact the police dialling 999.
2. Alert the most senior member of staff on duty as soon as possible and inform them of the situation.
3. Where possible the senior member of staff will attend and take charge of further actions.
4. No member of staff should compromise their safety by trying to deal with an aggressive visitor on their own and should always call for support from the police and senior staff.
5. If on a home visit the staff should leave immediately if there is any form of harassment, aggression or violence shown towards them. On returning to school, staff are to report the incident to the Senior Pastoral Team and appropriate action will be taken to safeguard any children present at the home address and staff involved in the incident.

Over the Telephone

If a parent, carer or member of the public begins to exhibit aggressive or abusive behaviour (e.g. use of foul language or verbal threats) towards any member of staff during a telephone call, the member of staff shall:

1. Calmly state that the language used is unacceptable and that they will end the call if it continues.
2. Try to establish the name and contact details of the complainant (and the nature of the complaint if possible) and state that a member of the Senior Leadership Team will return their call as soon as possible.
3. End the call.
4. Make notes of what was said immediately on termination of the call and then report the incident to a member of the Senior Leadership Team.
5. A member of the Senior Leadership Team will contact the complainant to establish the nature of the complaint and try to resolve the issue.

Written Abuse

If a member of staff receives written correspondence (e.g. letter, via a social networking site, e-mail or text) of a threatening or abusive nature from a parent, carer or member of the public, this shall be reported immediately to a member of the Leadership Team and a copy retained as evidence. The receiving member of staff will not reply to the correspondence without first agreeing the response with the Senior Leadership Team member (or, in preference, the LT member will respond on their behalf).

Whilst the School will make every effort to resolve any issue raised by the complainant, consideration may also be given to involving the Police, especially where threats of violence have been made.

7. Conclusion

Featherstone High School and the Grand Union Multi Academy Trust may also take action where behaviour is unacceptable or there are serious breaches of our home-school agreement or any health and safety legislation.

In implementing this policy we will, as appropriate, seek legal advice to ensure fairness and consistency.

Signed: 
Chair of Governors

Date: 10/05/2023

Appendix 1 - Unacceptable Behaviour

Definition of unacceptable behaviour

Types of behaviour that are considered serious and unacceptable and will not be tolerated include:

- shouting at members of the school staff, either in person or over the telephone.
- passive aggressive language and/or behaviour.
- physically intimidating a member of staff, e.g. by standing very close to her/him.
- the use of aggressive hand gestures including the shaking or holding a fist towards another person.
- threatening language, including swearing and making direct or indirect insults to the member of staff or the school as an organisation.
- Any form of physical assault including pushing, hitting, slapping, punching, kicking or spitting.
- breaching the school's security procedures.
- comments / images posted online that are derogatory, inflammatory, offensive or threatening.

Types of unacceptable behaviour

In order to support a peaceful and safe school environment the school cannot tolerate parents, carers and visitors exhibiting the following:

- Disruptive behaviour or disorderly conduct which interferes or threatens to interfere with the operation of a classroom, office or any other area of the school grounds.
- Using loud/or offensive language, shouting, swearing, cursing, using profane language, attempting to physically intimidate, use of aggressive hand gestures or displaying temper.
- Threatening to harm a member of school staff, visitor, fellow parent/carers or pupil regardless of whether or not the behaviour constitutes a criminal offence.
- Damaging or destroying school property.
- Sending abusive or threatening emails or text/voicemail/phone messages or other written communications.
- Defamation of the school or staff character on any web based social media platforms.
- The use of physical aggression towards another adult or child. This includes physical punishment against your own child on school premises.
- Approaching someone else's child in order to discuss or chastise them because of their actions towards your own children.
- Smoking and consumption of alcohol, illegal drugs or 'legal highs' on school premises.
- Dogs being brought on to school premises with the exception of assistance dogs.

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

Appendix 2: Risk Assessment

In the event of a parent, carer or a member of the public behaving in an inappropriate way, each situation will need to be considered individually by the Headteacher or the designated member of staff. The following factors will be taken into account as a risk assessment, before deciding on the most appropriate course of action:

1. Has the parent, carer or member of the public been verbally aggressive threatening/intimidating?
2. Has the parent, carer or member of the public been physically aggressive/threatening/ intimidating?
3. Does the parent/person have a known previous history of aggression/violence? (Information can only be sought from the police when an official complaint has been made).
4. Do members of the school staff/community feel intimidated by the parent/person's behaviour?
5. Have students witnessed aggressive/threatening/intimidating behaviour from the parent/person?
6. Have students been approached inappropriately by the parent/person?
7. Has the parent/person been abusive to the school staff, students, visitors?
8. Was the parent/person provoked in any way prior to their behaviour and/or does the parent/person claim to have been provoked?
9. Is there evidence of provocation?
10. How frequently have the behaviours occurred?
11. Is there a risk (low, medium or high) that the behaviour may be repeated?

Appendix 3 - Steps to be taken if an incident occurs

Step 1 - Verbal warning

The Headteacher (or member of SLT) will speak to the person or persons perpetrating such an incident, privately. It will be put to them that such behaviour is unacceptable and an assurance will be sought that such an incident will not be repeated. It will be stressed on this occasion that repetition of such an incident will result in further more serious action being taken. If the Headteacher has been subject to abuse this will be done by the Chair of Governors (or another appointed governor).

Step 2 - Written warning

If a second incident occurs involving the same person or persons, the Headteacher will write to the adult(s) informing them once again that this conduct is unacceptable. As for Step 1, if the Headteacher has been subject to abuse this will be done by the Chair of Governors or other appointed governor. NB: Any incidents of violent conduct would immediately proceed to step 5. At any stage, the school may report serious incidents of abusive and threatening behaviour to the Local Authority. The school has a statutory responsibility to report any racist or discriminatory incidents to the Local Authority. Any act of actual or threatened violence will be referred to the police immediately.

Step 3 - Final written warning

If a third incident occurs involving the same person or persons, the Chair of Governors or other appointed independent governor, will write to the adult(s) giving a final warning that this abusive and threatening behaviour is unacceptable, and that a repetition of this conduct will leave the governors no option but to take further action.

Step 4 - Exclusion from school premises

If such an incident recurs or if an initial incident is considered serious enough, the Executive Headteacher or the Chair of Governors (or other appointed governor) would enforce an exclusion from school premises without going through Steps 1 to 3.

Step 5 - Removal by Police

If, following a decision to exclude a person from the school premises, that person persists in entering school premises, they may be removed by the police as a trespasser under Section 547 of the Education Act 1996 and charged with an offence under the Public Order Act 1986. All parents/carers, even if excluded from school premises, are not excluded from the rights to access to school and have a right to seek information on their child/children.