

2019 -2022

Potential in Everyone Academy Trust
CEO – David Whitehead



Parental and Visitors Unacceptable Behaviour Policy

Committee	Board of Directors
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Signature	
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Associated Documentation	
Complaints Policy	

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Part A – Policy

1. Policy Statement

Each school within the Trust will endeavour to quickly resolve any concerns or complaints raised by parents. However, this will only be done in a climate of mutual respect. The Trust has a zero tolerance towards aggressive and abusive behaviour towards staff.

2. Scope of the Policy

The Trust encourages close links with parents and the community. We believe that pupils benefit when the relationship between home and school is a positive one. The vast majority of parents, carers and others visiting the school are keen to work with us and are supportive.

Unfortunately, as we too often read in the media these days, there exists a tiny minority of parents who have, for one reason or another, a negative attitude towards a school which can result in aggression, verbal and/or physical abuse towards school staff. This is simply unacceptable.

The Trust expects its staff to behave professionally in these difficult situations and attempt to defuse the situation where possible, seeking the involvement as appropriate of other colleagues. However, all staff have the right to work without fear of violence or abuse and the Trust owes its staff a duty of care in respect of their safety at work

The Trust expects parents and other visitors to behave in a reasonable, polite and respectful way towards all staff and will not tolerate verbal or physical abuse of any nature under any circumstances.

The Trust reserves the right to take any necessary actions to ensure that members of the school community are not subjected to such behaviour. This policy outlines the steps that will be taken where parents' behaviour is deemed to be unacceptable.

3. Adoption Arrangements and Date

This policy was adopted by the Board of Directors of Potential in Everyone Academy Trust on 12 July 2019 and supersedes any previous policy.

4. Review of the Policy

This policy will be reviewed by the Board of Directors every three years or earlier if there is a need.

5. Behaviour that are considered unacceptable and will not be tolerated.

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

- Threats of any nature towards staff
- Shouting and/or use of bad language towards staff, either in person or over the telephone.
- Use of insulting or defamatory language
- Speaking to staff in an aggressive manner.
- Physically intimidating a member of staff e.g., standing very close to him/her, encroaching on personal space, jabbing, pointing, shaking of fists, etc.
- Writing abusive comments about a member of staff, this includes social media.
- Racist, sexist or homophobic comments or conduct amounting to disability discrimination
- Breaking the academy's security procedures

6. Actions

The following actions will be implemented:

- The immediate consequences of unacceptable behaviour will be a fixed term ban from the school premises for a minimum period of four working weeks.
- Further action where appropriate may include the Police being informed of the incident and a criminal prosecution undertaken
- An application for a Harassment Order or an injunction to be imposed to protect the staff member.

- Rude and/or abusive emails will, in addition to the above, result in the blocking of all future email from the source and further action may be invoked.
- Rude and abusive phone calls will result in a similar response.
- The Trust is not responsible for the organisational arrangements for children in these circumstances; it is for parents to provide alternative arrangements for bringing children to school.

7. Serial or Unreasonable Complaints

The Trust is committed to dealing with all complaints fairly and impartially, and to providing a high quality service to those who complain. The Trust will not normally limit the contact complainants have with a Trust school. However, the Trust does not expect its staff to tolerate unacceptable behaviour and will take action to protect staff from that behaviour, including that which is abusive, offensive or threatening.

The Trust defines unreasonable behaviour as that which hinders the consideration of complaints because of the frequency or nature of the complainant's contact with the school, such as, if the complainant:

- refuses to articulate their complaint or specify the grounds of a complaint or the outcomes sought by raising the complaint, despite offers of assistance
- refuses to co-operate with the complaints investigation process
- refuses to accept that certain issues are not within the scope of the complaints procedure
- insists on the complaint being dealt with in ways which are incompatible with the complaints procedure or with good practice
- introduces trivial or irrelevant information which they expect to be taken into account and commented on
- raises large numbers of detailed but unimportant questions, and insists they are fully answered, often immediately and to their own timescales
- makes unjustified complaints about staff who are trying to deal with the issues, and seeks to have them replaced
- changes the basis of the complaint as the investigation proceeds
- repeatedly makes the same complaint (despite previous investigations or responses concluding that the complaint is groundless or has been addressed)
- refuses to accept the findings of the investigation into that complaint where the school's complaint procedure has been fully and properly implemented and completed including referral to the Department for Education
- seeks an unrealistic outcome
- makes excessive demands on school time by frequent, lengthy and complicated contact with staff regarding the complaint in person, in writing, by email and by telephone while the complaint is being dealt with
- uses threats to intimidate
- uses abusive, offensive or discriminatory language or violence
- knowingly provides falsified information
- publishes unacceptable information on social media or other public forums.

Complainants should try to limit their communication with the school that relates to their complaint, while the complaint is being progressed. It is not helpful if repeated correspondence is sent (either by letter, phone, email or text), as it could delay the outcome being reached.

Whenever possible, the Headteacher or Chair of Local Monitoring Council will discuss any concerns with the complainant informally before applying an 'unreasonable' marking.

If the behaviour continues, the headteacher will write to the complainant explaining that their behaviour is unreasonable and ask them to change it. For complainants who excessively contact the school causing a significant level of disruption, the Trust may specify methods of communication and limit the number of contacts in a communication plan. This will be reviewed after six months.

In response to any serious incident of aggression or violence, we will immediately inform the police and communicate our actions in writing. This may include barring an individual from a Trust school

Part B – Process

8. Process to be followed

The following steps will be implemented by the school:

- The parent will receive written confirmation that s/he is banned from the premises, subject to review, and what will happen if the ban is breached, e.g., that an injunction may follow.
- This may include restrictions to other forms of communication, for example, the use of a third party.
- Where an assault has led to a ban, a statement indicating that the matter has been reported to the Police will be included.
- The Chair of the Trust will be informed of the ban.

9. Conclusions

Children learn best when there is a positive partnership between home and school. Whilst every effort will be made to work with parents, this will only be possible where parents behave in an acceptable way.

Unfortunately, where a parent's behaviour is either unacceptable or serious it will not be possible to continue working with him/her and, where appropriate, legal action will be taken.

The Trust will always take action where behaviour is unacceptable or serious, without exception, or where it breaches our home-school code of conduct or health and safety legislation.

Further guidance is available in the DfE publication School Security Advice, and can be found on the DfE website:

<https://www.gov.uk/government/organisations/department-for-education>