



PARENTAL AND VISITOR BEHAVIOUR POLICY

We believe staff, students and parents are entitled to a safe and protective environment in which to work together.

Reviewed:	April 2025
Approved by Governing Board	30th April 2025
Next Review:	April 2026

Background

Hollingbourne Primary School is fully committed to working with parents, carers and community members in a constructive partnership for the benefit of children in their care.

Sometimes however, parents, carers or community members treat staff and others in a way that is unacceptable. This is a particular concern when such action is witnessed by pupils, who have the right to feel safe and to expect all adults on school premises to act as positive role models of good behaviour.

We will not accept unreasonable, persistent, harassing or abusive behaviour towards any members of our school community.

This policy applies to all those who engage with the school and not just to parents.

Our expectations:

We expect anyone who wish to engage with our school to:

- treat all members of the school community with courtesy and respect and in an appropriate manner
- ensure that pupils, staff, parents and volunteers feel safe and free from intimidation at all times
- avoid the use of violence, or threats of violence, towards people or property

Hollingbourne Primary School will not tolerate any form of physical or verbal aggression against members of the school community.

What do we mean by unreasonable, threatening or abusive behaviour?

Unreasonable, harassing or abusive behaviour includes behaviour which is (this is not an exhaustive list):

- expressed harshly or in a sharp manner, particularly in front of pupils
- presented in a disrespectful, aggressive or threatening manner
- perceived as aggressive, intimidating, unreasonable, abusive or threatening
- pursued in a manner which causes undue distress to staff, pupils, other parents or others including through the use of social media such as Facebook
- includes persistent requests for meetings or responses from members of staff within unreasonable timescales
- actions which are out of proportion to the nature of a complaint
- pursuing justifiable complaints in an unreasonable manner
- unjustifiably repetitious complaint or persistence with a complaint when the complaints procedure has been exhausted unless significant new evidence or information relating to the matter is provided

The school's response

In cases of unreasonable, harassing, threatening or abusive behaviour, the school may take some or all of the following steps, as appropriate:

- Inform the person in writing that the school considers his/her behaviour to fall under the terms of this Policy and request a change in behaviour.
- Depending on the type, level or frequency of the unacceptable behaviour, the school may consider imposing conditions or restrictions as deemed reasonable and proportionate by the Head teacher. These conditions may include (but are not exclusive):
 - Require any future meetings with a member of staff to be conducted with a second person present or
 - Restrict contact to named members of the ~~academy leadership~~ Senior Leadership Team
 - Require any future meetings to be prearranged by telephone to the school
 - In the interests of all parties, notes of these meetings may be taken
 - Inform the person that, with the exception of urgent communication regarding their child in school, the school will respond to their correspondence on a 6 weekly basis only
 - Ban the individual from entering the school site, with immediate effect, until a certain time has elapsed
 - Ban the individual from entering the school site, with immediate effect, and until a letter has been received from the person stating that the behaviour will not happen in future
 - Ban the person from the site indefinitely
 - Request an Anti-Social Behaviour Order (ASBO)
 - Prosecute under Anti-Harassment legislation
 - Call the police to remove the individual from the premises, under powers provided by the Education Act 1996.

The course of action will be reasonable and commensurate with the assessed level of risk.

If the decision is to ban the individual(s) then the school will write to them explaining what has happened and why the behaviour was considered unacceptable stating the length of the ban and give a review date. If no further concerns have arisen, a meeting date will be set which will seek to re-establish a productive working relationship between the school and those involved.

Note: in the case of a proposed ban, the individual will have 10 working days to respond in writing giving their own version of events. The Head teacher will respond in writing within 10 working days of receiving letter to inform of his/her decision.

Complaints Process

If a parent/carer wishes to appeal against any conditions or restrictions, they may do so in writing following the school's complaints procedure which can be found on the school's website under policies.

In the case of a ban from site, the first stage of this appeal will be undertaken by an appointed governor who would invite the Headteacher to review the matter and consider whether to uphold or remove the ban. If the outcome is that the ban is still in place, then the parent may appeal further to a panel of governors according to the usual complaints process. If the decision is to confirm the ban, parent/carers in these circumstances will be offered an annual meeting about their child's progress, usually with a senior member of staff.

