



## Expected Behaviour of Parents and Visitors Policy

<i>Review date</i>	Autumn 2023
<i>Review period</i>	Triennial by SLT
<i>Next Review date</i>	Autumn 2026 (SLT)
<i>Policy type</i>	Non-legislative
<i>Other related policies</i>	N/A

### Introduction

The Griffin Primary School welcomes visitors to our school and will act to ensure the school remains a safe place for pupils, staff and all other members of the community. If a parent/carer has concerns we will always listen to them and seek to address them.

We expect that members of the public, parents and other visitors to our academies will behave in a polite and courteous manner to each other, to staff and to pupils. It is expected that parents and carers will be good role models with respect to conduct and managing individual concerns. We will not tolerate aggressive, violent, abusive or anti-social behaviour towards anyone on the school site. This includes abusive telephone calls and abuse using cyber technology.

Should there be clear evidence that there has been a breach of the expected behaviour detailed below, the Headteacher and/or Governors will take action to protect members of the school community. This may include banning the individual from the school premises or pursuing other legal action.

### Examples of Unacceptable Behaviour

Types of behaviour that are considered serious and unacceptable include (but are not limited to):

- Shouting at others, either in person or over the telephone
- Physically intimidating others e.g. standing very close to them
- Threatening behaviour or language, either in person, over the telephone or via social media
- Aggressively gesturing
- Swearing
- Physical aggression e.g. pushing, hitting, slapping, punching, kicking
- Spitting
- Breaching site security procedures.

### Advice to Parents/Carers if Raising Concerns

- Make an appointment to see the relevant member of staff. If you just turn up at the school, they may not be able to give you the time you need.
- Make a note of the things that you want to discuss. It will help to clarify the issues when you meet the member of staff.

- Keep an open mind. What made you upset or angry may not be exactly what happened in reality.
- Manage your emotions before going to the school. A calm discussion is much more likely to lead to a positive outcome. Any visitor to school presenting as aggressive may be asked to leave immediately.
- Consider having a friend with you when if you find it difficult to manage meetings.
- Don't expect an immediate solution. The person you're talking to may need to investigate your concerns before being able to take any action or reach a solution.
- If you feel that your concern has not been dealt with effectively you should ask for a copy of the complaints procedure. This will tell you the informal and formal procedure for taking your concerns further.

### **Procedures Following an Incident of Unacceptable Behaviour**

If a parent or carer behaves in an unacceptable way towards a member of the school community the Headteacher or designated member of staff will seek to resolve the situation through discussion. Following an incident there are a number of options the Headteacher may wish to take. These can include:

- Inviting the parent to a meeting to discuss the incident.
- Clarifying to the parent or carer what is considered acceptable behaviour by the school.
- Forming strategies to manage future situations of potential conflict.
- Withdrawing permission for the parent or carer to enter the school site and/or buildings for a defined period.
- In more serious cases of actual or threatened aggression/violence, or persistent abuse/intimidation, Headteachers may need to consider whether it is safe for the parent or carer to return onto the school site or enter the buildings and may issue a site ban.
- Reporting cases of actual or threatened aggression/violence, or persistent abuse/intimidation to the police and seeking further legal advice.