

# **Maintaining positive relationships with parents and visitors**

**January 2018**



### **Statement of principles**

The Directors and Governors of the MAT encourage 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 our school are keen to work with us and are supportive of the school. However, on the rare occasions when a negative attitude towards the school is expressed, this can result in aggression, verbal and or physical abuse towards members of school staff or the wider school community.

The governing body expects and requires its 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. However, all members of staff and parents and visitor to the site have the right to work or visit without fear of violence and abuse, and the right, in an extreme case, of appropriate self-defence.

We expect parents and other visitors to behave in a reasonable way towards members of school staff and visitors including parents. This policy outlines the steps that will be taken where behaviour is unacceptable.

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

- Intimidating or verbal abuse, either in person or over the telephone;
- physically intimidating a member of staff, e.g. standing very close to her/him;
- the use of aggressive hand gestures;
- threatening behaviour;
- shaking or holding a fist towards another person;
- swearing;
- pushing;
- hitting, e.g. slapping, punching and kicking;
- spitting;
- breaching the school's security procedures.
- Use of abusive language in phone calls or in E mails

This is not an exhaustive list but seeks to provide illustrations of such behaviour. Unacceptable behaviour may result in the police being informed of the incident.

### **Procedure to be followed**

If a parent/carer behaves in an unacceptable way towards a member of the school community, the head teacher or appropriate senior staff will seek to resolve the situation through discussion and mediation. If necessary, the school's complaints procedures should be followed. The complaints procedure can be found on the school website. The complaints procedure gives you the opportunity



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to involve the Head Teacher, Governors as well as details about how to appeal if you are still unhappy.

Where all procedures have been exhausted, and aggression or intimidation continues, or where there is an extreme act of violence, a parent or carer may be banned by the head teacher from the school premises for a period of time, subject to review. In the case of assault we will involve the police.

In imposing a ban the following steps will be taken:

- The parent/carers will be informed, in writing, that she/he is banned from the premises, subject to review, and what will happen if the ban is breached, e.g. that police involvement or an injunction application may follow
- Where an assault has led to a ban, a statement indicating that the matter has been reported to the Board of Directors
- Where appropriate, arrangements for pupils being delivered to, and collected from the school gate will be clarified.
- If there is continuous verbal abuse towards staff then the school will ask for a different nominated adult to be the point of contact to ensure effective communication between home and school.