

*St. Joseph's Catholic School & Sixth Form Centre*  
Ysgol Gatholig San Joseff

**Dealing with Visitor Unacceptable Behaviour Policy**



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agreed by Governors:**

Signed by Chair:  Date 10/07/2024

# **DEALING WITH UNACCEPTABLE BEHAVIOUR BY PARENTS AND VISITORS ON THE SCHOOL PREMISES**

The Governing Body of St Joseph's Catholic School & Sixth Form Centre actively encourages and welcomes close links with parents and the community visiting the school. It believes that students 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. From time to time it is necessary for parents and the school to deal with problems relating to particular students. It is important that decisions between parents and staff are conducted in a calm and respectful manner. In the vast majority of such situations this is what happens, but on very rare occasions, aggression and verbal and or physical abuse is directed towards members of school staff or members of the wider 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 involvements of other colleagues when appropriate. However, all members of staff have the right to work without fear of violence and abuse.

Violence, threatening behaviour and abuse against school staff or other members of the school community, including other parents and students, will not be tolerated. All members of the school community have a right to expect that their school is a safe place in which to work and learn. There is no place for any form of abuse, threatening behaviour or violence in our school and we will act to ensure it remains a safe place for pupils, staff and all other members of our community

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

Types of behaviour that are considered serious and unacceptable and which will not be tolerated in relation to members of staff, and other members of the community are:

- Verbal intimidation, for example shouting or swearing, either in person or over the telephone.
- Constant emails and/or phone calls which amount to harassment and intimidation, despite the school's best efforts to address a situation.
- Regularly emailing staff and expecting responses at unreasonable times such as late at night or weekends, Emails will be responded to within one working day.
- Inappropriate electronic activity including publishing abusive or inappropriate content with regards to the school, teachers or students on social networking websites such as Facebook and Twitter or in email communication.

- Any form of physical contact.
- Physical intimidation, eg standing unnecessarily close to a member of staff.
- The use of rude or aggressive hand gestures, including shaking or holding a fist towards another person.
- Spitting.
- Breaching the school's security procedures, All visitors to the school must first report to the main reception area.

This is not an exhaustive list but seeks to provide illustrations of such behaviour. Whilst the use of such behaviour is unacceptable in all circumstances, the school is particularly concerned to protect its students and staff from being exposed to such behaviour (whether or not directed at them).

*Unacceptable behaviour may result in the police being called or informed of the incident*

### **Parental/Visitor Access to the School Premises**

Normally parents/carers (and those with parental responsibility), plus visitors, are granted what is known as "limited licence" to visit the grounds and buildings of a school. Where there are serious concerns regarding the conduct of a parent/visitor, and possible staff/students' safety, the Headteacher can:

- Initiate a meeting/dialogue with the individual.
- Write to the visitor, describing their misconduct, explaining its impact on the school and stating its unacceptability.
- Vary the person's "licence/access to the school", for example, through the addition of conditions.
- Warn of the possibility of a "ban", (i.e. the withdrawal of their licence) if the misconduct is repeated.
- Impose a ban with a review after a fixed period.
- Impose a ban without a review.

### **Procedure to be followed**

If a parent/carer/visitor behaves in an unacceptable way towards a member of the school community, the Headteacher and/or appropriate senior staff will seek to resolve the situation through discussion and mediation. If necessary, the school's complaints procedures should be followed by the parent. Where all procedures have been exhausted, and aggression or intimidation continue, or where the circumstances otherwise require it, a parent/carer or visitor may be banned by the Headteacher from the school premises for a period of time, subject to review.

In imposing a ban, the following steps will be taken:

1. The parent/carer will be informed, in writing, that s/he is banned from the premises, subject to review, and what will happen if the ban is breached, eg that police involvement or an injunction application may follow.
2. Where an assault has led to a ban, a statement indicating that the matter has been reported to the local police.
3. The Chair of Governors will be informed of the ban.

4. As appropriate, arrangements for the meetings at school regarding students, and arrangements for students being delivered to and collected from the school will be clarified.

## **Conclusion**

In implementing this policy, the school will, as appropriate, seek advice from the school's solicitors, and/or the Local Authority if necessary, to ensure fairness and consistency.

## Flowchart for process to ban a parent from the school premises



