



Pickering Community Junior School

Parent, Carer and Visitor Behaviour Policy (DRAFT)

The Governing Body and Headteacher strongly believe that our school should be a welcoming and safe place for our children, staff, parents and visitors alike, and that our parents share that belief. We have legal responsibilities for the safeguarding and wellbeing of our children and staff, and a duty of care to all users of our school.

All adults who enter our school site at any time set examples of behaviour and conduct which influence children and young people, and we believe that they should therefore demonstrate high standards of conduct in order to encourage our pupils to do the same. Parents, carers and visitors must show respect to all other parents, carers, children, staff and visitors.

All members of staff have the right to work without fear of violence and abuse and we expect parents, carers and other visitors to behave in a reasonable way at all times.

Adults who do not behave in an acceptable manner may be asked to leave the site and the Headteacher has the right to further restrict their access. This policy highlights our expectations in respect of the conduct of parents, carers and visitors to our school and outlines the steps that will be taken where behaviour is considered to be unacceptable.

Examples of unacceptable behaviour

- Shouting at members of staff, either in person or over the telephone;
- Use of offensive language towards other adults, staff or children;
- Physically intimidating members of staff and/or other parents or pupils;
- Approaching someone else's child in order to question or chastise them;
- Physical abuse, threatening, oppressive or aggressive behaviour;
- Using aggressive hand gestures;
- Swearing;
- Pushing;
- Hitting, eg slapping, punching, kicking or poking;
- Breaching the school's security procedures;
- Attempting to gain entry to any part of the school in disregard of procedure or without permission;
- Entering the school site under the influence of alcohol or drugs;
- Smoking/vaping/using drugs whilst on school property;
- Bringing alcohol onto school premises or consumption of alcohol at school events;
- Bringing dogs, with the exception of Assistance Dogs, on to the school site without the explicit permission of the Headteacher;
- Damaging or destroying school property;
- Displaying any signs, sharing on social media and/or handing out notices or messages which could cause unreasonable upset and/or harm to any member of staff, governor, parent or child.

The above list shows examples of unacceptable behaviour; however, this is not exhaustive. Should any of the above occur on school premises, or any other behaviour which is considered unacceptable, the school may feel it is necessary to take action by contacting the appropriate authorities or considering restricting the offending adult from entering the school premises.

School-related issues which parents or carers may have concerning the school, pupils or their families must be brought to the attention of the relevant member of staff. In most cases, the first port of contact is the child's class teacher. Parents or carers must not try to resolve any issues themselves by direct action or try to rally a crowd involving other parents. If issues cannot be successfully resolved by speaking to the

relevant member of staff, the correct course of action is for parents and carers to use the school's Complaints Procedure as appropriate. This is available on the school website or a copy can be requested from the school office.

Communication

We expect all communication between parents and the school to be conducted in a polite and respectful manner. Communication may be restricted if it becomes unreasonable or unacceptable, for example, abusive, persistent or threatening emails or text/voicemail/phone messages or other written communication.

The school will aim to respond to any communication within 24 hours. However, some requests for information or concerns may take longer to investigate or to respond to. If this is the case, the relevant member of staff will communicate a reasonable and manageable timeframe during which they will respond.

Parents' evenings take place during the Autumn and Spring terms. However, parents and carers are always welcome to make an appointment to speak to a member of staff via the school office at any other point in the year. Staff are not always available between the hours of 8.30am and 3.10pm so although parents and carers can request to speak to a member of staff, they must not demand to meet with them immediately.

Where there is a concern around potential abusive, threatening or aggressive behaviour, it is procedure for a member of staff to be accompanied by a colleague. A member of the office team may also be asked to take minutes. We do not allow mobile phones to be used by parents, visitors or children on the school premises. Recordings of meetings or conversations must not take place without the knowledge or consent of all parties present.

We strongly advise against the use of AI (Artificial Intelligence) when writing to the school. AI does not always generate the correct information so must therefore be used with caution.

Social Media

On occasions some parents are tempted to make comments about the school, school staff, other parents and/or pupils on social media (which includes WhatsApp). Social media is not the forum for discussing/raising concerns or complaints about the school. If parents have a concern about the school, they can raise their concern directly with the Headteacher and complaints can be raised through the school's Complaints Procedure.

Parents and carers should take great care when posting messages on social media, including WhatsApp. Parents are expected to treat everyone with respect and professionalism – even on social media - and adults should set a good example to their children and other pupils. Do not use social media to criticise the school or its staff or pupils or make inappropriate comments.

In the event that any pupil or parent/carer of a pupil is found to be posting inappropriate comments on social media, they will be reported to the appropriate 'report abuse' section of the social media site and consideration will be given to taking further action. Making potentially defamatory, offensive or derogatory comments about others on social media could also have legal implications. In addition, threats of violence can lead to a criminal action. The school will also expect any pupil or parent/carer to remove such inappropriate comments immediately.

Legal framework

Under Section 547 of the Education Act 1996 it is an offence for any person to be on school premises to cause or permit a nuisance or disturbance. It provides the right to remove and prosecute any person who is believed to have committed an offence.

Whilst a parent or carer of a child attending the school normally has implied permission to be on the school premises at certain times and for certain purposes, this permission may be withdrawn if the parent or carer exhibits behaviour which the Headteacher believes is unreasonable. This also applies to all other individuals invited into the school for other reasons.

In the event of any parent/carer/visitor breaching this policy then proportionate action will be taken, for example:

- Parents, carers or other visitors exhibiting unacceptable behaviour could have their access restricted which prevents access to the school premises.
- Anyone who has had their access restricted and then ignores the restriction and enters the school site may be removed from the school site and prosecuted, if it is believed they have committed an offence.
- The Governing Body, in conjunction with the Headteacher and North Yorkshire Council will take the lead in authorising the removal of a person believed to be causing a nuisance or disturbance, and, if necessary, will bring legal proceedings against them.

In cases where the unacceptable behaviour is considered to be a serious and potentially criminal matter, the concerns will in the first instance be referred to the Police. This will include any or all cases of threats of violence, and actual violence, to any child, staff, visitor, contractor or Governor of the school. This will include anything which could be seen as a sign of harassment of any member of the school community, such as any form of insulting social media post or any form of social media cyberbullying.