

## **Unacceptable Behaviour to Staff Policy 2019**

### **Statement of principles**

At Moulton School, we greatly value the positive relationships forged with parents, carers and visitors to the school. We believe strongly that students benefit when the relationship between home and school is a positive one. We also strive to make our school a community where, as adults, we all model for students the behaviour we expect.

This policy is underpinned by our 5 core values, agreed by students, parents and staff:

- Respect
- Safety
- Positivity
- Co-operation
- Kindness

The school understands and accepts that, on occasions, parents or carers may have concerns regarding their child, concerns regarding the quality of provision, or disagree with the school as to a course of action or decision made. It is right and proper that parents have the right and the opportunity to raise these concerns. The school's website outlines who to contact should such a situation arise, and the formal complaints policy outlines the process for addressing concerns that have not been resolved through more informal contacts with the school.

However, the school does expect that parents or carers are not aggressive or abusive in raising such concerns. The school also expects that all written communication (including emails and social media) should be polite and courteous.

All members of the school community have the right to work without fear of aggression or abuse from parents, carers or visitors, and the Governing Body has committed to protect staff from this. Thus, the school reserves the right to act in such situations to protect staff.

It should also be noted that any action taken in response to aggressive, abusive or threatening behaviour is separate from any process being undertaken to address any concerns being currently raised by a parent or carer.

### **What is unacceptable behaviour?**

Almost all our parents, carers and visitors are polite and courteous in their dealings with the school, modelling for students behaviour in line with our values. However, on very rare occasions, the behaviour of a small number of parents, carers or visitors is not in line with our values, and this sometimes manifests itself in aggression or abuse towards members of the school community. This can be in written communication (including emails and social media), on the telephone or face-to-face.

We consider that aggressive, abusive or insulting behaviour or language from a parent, carer or visitor presents a risk to staff, and fails to model the behaviour we expect from members of our school community.

The following is not an exhaustive list, but seeks to provide illustrations of such behaviour:

- any kind of insult as an attempt to demean, embarrass or undermine
- any kind of threat
- raising of voice / shouting
- physical intimidation; for example, standing very close, or the use of aggressive hand gestures
- use of foul or abusive language
- any kind of physical abuse
- allegations which turn out to be vexatious or malicious

### **The school's approach to dealing with unacceptable behaviour**

Staff are expected to remain professional, polite and courteous. Where possible, they should seek to defuse the situation. However, staff who are subject to any of the behaviours outlined above have the right to end any conversation (face to face or on the telephone). The school also reserves the right not to respond to aggressive or abusive written communication, except through reinforcing the expectations set out above.

It may be necessary to seek support from senior colleagues, particularly if a parent, carer or visitor is on site and being aggressive or abusive. This person will then, if necessary, be escorted from the site. Should any threat persist, then the police should be called using the emergency 999 number. It should be noted that the school site is not a public site, and any person on site is there with the permission of the school.

Any incident of aggressive, abusive or threatening behaviour, or any aggressive, abusive or threatening behaviour identified in written communication, should be recorded using the appropriate form, and reported to the Headteacher.

### **Risk Assessment**

The Headteacher will carry out a risk assessment to help determine the level of response. In all cases, the response will be reasonable and proportionate. The Headteacher will consider the following questions:

- What form did the aggressive behaviour or abuse take?
- What is the context for the incident?
- Did staff feel intimidated or threatened?
- Have there been previous incidents involving this individual?
- How high is the assessed risk that this behaviour will be repeated?

### **The School's response**

Following the completion of the risk assessment, the Headteacher will decide the level of action to be taken.

Actions may include the following:

- A letter to the parent, carer or visitor, from the Headteacher or Chair of the Governing Body, outlining the school's concern, and clarifying what is considered acceptable behaviour by the school

- The imposition of conditions on subsequent contact with school staff. This could include:
  - being accompanied to any meeting with a member of school staff by a member of the senior leadership team
  - restricting contact by telephone to named members of the senior leadership team
  - restricting written communications to named members of the senior leadership team
  - restricting attendance at school events to those where the parent will be accompanied by a member of the senior leadership team
  - restricting contact with the school to either telephone and/or written communication
  - banning a parent from all contact with school staff, including via telephone or through written communication

The decision to impose conditions on contact with school staff will be considered by a panel of three governors. Parents or carers will be able to make written representation to the governors for consideration at this meeting.

If conditions are imposed, these will be reviewed after approximately six months (and every six months thereafter, if appropriate). The parent or carer has the right to make written representation to the governors for this review. A panel of three governors will meet, and may decide to maintain, extend or remove the conditions. The decision of the review will be communicated to the parent by the clerk to the governors within 10 days of the date of the meeting. When deciding whether it will be necessary to maintain, extend or remove the conditions, governors will consider the extent of the parent's compliance with the conditions, any appropriate expressions of regret and assurance of future good conduct, and any evidence of the parent's co-operation with the school in other respects.

Parents who have been banned from the school premises and continue to cause a nuisance may be deemed to have committed a section 547 offence. They will be considered as trespassers. In these circumstances the offender may be removed from school. This may be carried out by a police officer or person authorised by the governing body. Legal proceedings may be brought against the parent.

All incidents of aggressive or abusive behaviour to school staff, and any responses issued, will be reported to the Academy Trust as a standing item at their meetings.