

Title	Parent and Visitor Conduct Policy
Associated Policies	<ul style="list-style-type: none"> • Single Equality Policy (TPO/EO/01) • Complaints Policy (TPO/QA/02) • Social Media Policy (TPO/STA/20)

REVIEWED: May 2021

NEXT REVIEW: May 2024

1. Policy Statement

- 1.1 The Brooke Weston Trust has a duty of care for its staff and students to ensure their safety and well-being. This policy outlines the behaviours that are deemed unacceptable and what sanctions are available to the Trust deal with the behaviour.
- 1.2 The Brooke Weston Trust and its Academies believe staff, parents and children are entitled to a safe and protective environment in which to learn and work. Behaviour from parents, visitors or community users that will cause harassment, alarm or distress to users of the premises is contrary to the aims of the Trust.
- 1.3 In particular, to truly create the best outcomes for children, both academically and in terms of their personal development, it requires the relationship between home and school to be based on the principles of care, integrity, trust and mutual respect. The maintenance of this relationship is important to ensure that children are safe and not open to undue distress and anxiety and any barriers to learning are removed.

2. Who does this policy apply to?

- 2.1 This policy applies to all parents/carers of students who attend a Brooke Weston Trust school, users of a school's community facilities or other visitors to a Brooke Weston Trust school.
- 2.2 This policy covers any conduct committed:
 - in school buildings or on a school site
 - by telephone to a school
 - by email to a school
 - on social media referring to a school
 - in any other setting which, in the reasonable opinion of the Principal or Chair of Governors of any BWT school, should be regulated by this policy.

3. Who is responsible for carrying out this policy?

- 3.1 The implementation of this policy will be monitored by the Academy's Senior Leadership Team and governing body and remain under review by The Brooke Weston Trust (Health & Safety Committee).

4. Aims of the policy

- 4.1 For all members of the school community to treat each other with respect.
- 4.2 **Expectations:**
 - 4.2.1 Adults set a good example to children at all times, showing them how to get along with all members of the school and the wider community.
 - 4.2.2 No members of staff, parents or children are the victims of abusive behaviour, open to threats or made to feel harassed or otherwise uncomfortable by other adults on the school premises.
 - 4.2.3 Physical attacks and threatening behaviour, abusive or insulting language verbal or written, to staff, governors, parents and carers, children and other users of the school premises will not be tolerated and will result in withdrawal of permission to be on school premises.

4.2.4 Any parent who is asked to leave the school premises will have the right to appeal the decision by writing to the Chair of Governors.

4.3 Guidelines:

Types of behaviour that are considered serious and unacceptable and will not be tolerated towards any member of the school community. This is not an exhaustive list but seeks to provide illustrations of such behaviour:

- Shouting, either in person or over the telephone
- Inappropriate posting on Social Networking sites which are abusive or inappropriate in the view of the school
- Threatening violence or acting violently, including damage to property or injury to individuals
- Speaking in an aggressive/threatening tone
- Physically intimidating , e.g. standing very close
- The use of aggressive hand gestures/exaggerated movements
- Shaking or holding a fist towards another person
- Swearing
- Spitting
- behaving in a way which makes others feel distressed, humiliated or threatened
- frequent, unwarranted and/or unnecessary correspondence which is hindering the proper running of the school
- making deliberately false, malicious or vexatious accusations
- consumption of alcohol or use of illegal drugs on the school site, or accessing the school site whilst intoxicated
- Racist, sexist or homophobic comments
- Approaching and shouting at pupils or other parents on the playground under any circumstances
- Targeting a specific member of staff whilst on the academy premises or offsite

5. Procedures

- 5.1 The Trust has a range of strategies to employ with any parent/carer or visitor who engages in unacceptable conduct. These sanctions may include a verbal warning, invitation to a mediation meeting and/or formal written warning.
- 5.2 Legal sanctions will be used in extreme circumstances e.g. if a parent/carer continues to exhibit conduct in breach of this policy or has committed a serious breach of this policy. They can be initiated at any stage if, in the reasonable judgement of the Principal or Chair of Governors of the school, the severity of the behaviour warrants such a level of intervention.
- 5.3 Where the behaviour is so extreme that it threatens the immediate safety and welfare of staff or others, the matter will be referred immediately to the police for action. The school may also refer the case to children's social care, where the behaviour indicates that the parent poses a risk to children. Any child protection and safeguarding concerns will be addressed in accordance with the Trust's Child Protection and Safeguarding Policy.

Restricted communication with the school

- 5.4 Communication with the school can be restricted e.g. requesting contact in a particular form (for example, letters only), requiring contact to take place with a named person only or restricting telephone calls to specified days and times. Any parent/carer in breach of the restrictions may have their right to access to the school site removed.

Persons Causing Nuisance / Disturbance on School Premises Section 547 of the Education Act 1996

- 5.5 School premises are private property and parents and visitors have been granted permission from the school to be on school premises. However, where parents or visitors behave in a manner deemed to be inappropriate by the school, the parents or visitors may be banned from entering school. Any ban will be reviewed within a reasonable timescale and parents or visitors will have the right to make representations to the Chair of Governors about the ban.
- 5.6 It is also an offence under section 547 of the Education Act 1996 for any person (including a parent) to cause a nuisance or disturbance on school premises once a ban is in place. The Police may be called to assist in removing the person concerned.
- 5.7 The school is not responsible for organising arrangements for children in the above circumstances. Parents will need to provide alternative arrangements for bringing children into school.

Injunction under the Protection from Harassment Act

- 5.8 Section 2 of the Protection from Harassment Act 1997 provides for criminal or civil Prosecution for cases where someone causes alarm or distress to another person on more than two occasions. Section four provides for criminal or civil prosecution where people have been put in fear of violence on at least two occasions. In each case the sanctions include both criminal penalties (fines, imprisonment or community sentences) and a restraining order.

Community Protection Notice (CPN)

- 5.9 A CPN is a quick response tool, used to tackle a range of behaviours, ranging from low level nuisance to serious acts of anti-social behaviour. Breaching the order is a Criminal Offence which can lead to a fine or other legal remedial action, such as seizure or forfeiture orders.

Civil Injunction

- 5.10 These are sought in the same manner as 'the old' Anti-Social Behaviour Injunctions or Anti-Social Behaviour Orders however, the legal burden of proof is much lower than previously expected by the Courts. A Civil Injunction can be sought against anyone from the age of 10 upwards. The Order can include both prohibitive and positive measures as a means to control Anti-Social Behaviour. Breaching a Civil Injunction is not a criminal offence but can lead to stronger legal measures being considered.

Criminal Behaviour Orders (CBO's)

- 5.11 A Criminal Behaviour Order must be sought at Court via the Crown Prosecution Service. As such, it is a power mainly used by the Police. Additionally, the CBO can contain conditions and prohibitions that do not relate to the offence which resulted in Court action (i.e. the perpetrator might have been arrested for robbery in the Town Centre, but his/her CBO can relate not loud music in his home).
- 5.12 CBO application must be lodged before sentencing at Court. As with a Civil Injunction, the Criminal Behaviour Order can include both prohibitive and positive measures as a way of controlling Anti-Social Behaviour.
- 5.13 Breach of the order is a criminal offence.

Inappropriate use of Social Networking Sites

- 5.14 Social media platforms are being used increasingly to fuel campaigns and complaints against schools, Principals, school staff, and in some cases other parents/pupils. The Principals and Governors of BWT Academies will consider the use of social media websites being used in this way as unacceptable and not in the best interests of the children or the whole school community. If the Trust is unaware of any issues then it cannot investigate with a view to resolving the matter and the reputation of the Trust and its Academies may be damaged and the integrity of its staff unnecessarily called into question.
- 5.15 Any concerns parents or visitors may have must be made in an appropriate manner through the Trust's complaints policy (TPO/QA/02).
- 5.16 In the event that any pupil or parent/carer of a child/ren being educated in a BWT Academy or a visitor of a BWT Academy is found to be posting inappropriate or defamatory comments on Facebook or other

social network sites, they will be reported to the appropriate 'report abuse' section of the network site. All social network sites have clear rules about the content which can be posted on the site and they provide robust mechanisms to report contact or activity which breaches this. The school will also expect that any parent/carer or pupil or visitor removes such comments immediately. The school may also consider banning the parent or visitor from entering the school, placing restrictions on direct and indirect communication with school staff, or in the case of the pupil may consider disciplinary action in line with the school's behaviour policy.

- 5.17 In serious cases the school will also consider its legal options to deal with any such misuse of social networking and other sites.

Police involvement

- 5.18 Unacceptable behaviour may result in the Police being informed. The school reserves the right to take any necessary actions to ensure that members of the school community are not subjected to abuse.
- 5.19 Parents have the right of appeal by writing to the Chair of Governors within ten days of permission to enter the school premises being withdrawn.

6. Policy Review

- 6.1 This policy will be monitored as part of the Academy's annual internal review and reviewed on a three year cycle or as required by legislature changes.

APPENDIX 1 – Procedure to address inappropriate behaviour by adults on the school site

At Brooke Weston Trust we operate a ‘zero tolerance’ of the use of inappropriate behaviour* on any of our school sites.

**Inappropriate behaviour means disrespectful conduct towards people or property within the school*

It is imperative that:

1. That adults set a good example to children at all times, showing them how to get along with all members of the school and the wider community;
2. That no members of staff, parents or children are the victims of abusive behaviour, open to threats or made to feel uncomfortable by other adults on the school premises

All staff and governors agree that any adult found to be using inappropriate behaviour towards other adults or children should be dealt with using the following steps:

An adult behaves inappropriately towards another child.	The adult will be spoken to immediately and the issue investigated by a school leader. This will be reported to the Principal and recorded. Following investigating that upholds the complaint the adult will receive a letter to ban them from the school site.
An adult behaves inappropriately towards a parent.	The parent should report this to a member of staff or a school leader. The offending adult will be spoken to as soon as possible after the incident and reminded that we have a zero tolerance of inappropriate behaviour. A letter will be given to the adult which may warn the parent about their behaviour or ban them from the school site.
An adult behaves inappropriately towards a member of staff.	This should be reported immediately to a member of the Senior Leadership Team. This will be investigated as soon as possible and the member of staff will be informed of the action taken. The parent/adult will be spoken to and may be given a warning or banning letter.
Recurring inappropriate behaviour.	If a parent/adult continues to use inappropriate behaviour, when they are subject to a ban the school will consider further action including prosecution under section 547 of the Education Act 1996.

**For ‘parent’ read for any adult who has care of the child and accompanies children onto the school site

**For ‘adult’ read for any adult who is a visitor of the school or a user of the school’s community facilities

A pupil or parent/carer of a child is found to be posting inappropriate or defamatory comments on social media	<p>This must be reported to the Principal of the Academy who will conduct an investigation, in collaboration with the Trust Director of IT and the Executive Principal. In all cases, they will be reported to the appropriate 'report abuse' section of the network site. Depending on the severity of the comments, outcomes of the investigation could include:</p> <ul style="list-style-type: none"> • No further action required • A letter will be given to the adult or child which may warn them about their behaviour or ban them from the school site • Restrictions on communication with member(s) of staff • If subjected to a ban the school will consider further action including prosecution under section 547 of the Education Act 1996
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