



## Appropriate conduct of parents and visitors policy

**Policy reviewed by the governing body July 2024**

**Next review date July 2026**

**This policy will be periodically shared with parents via Class Dojo and will be available on our school website.**

The purpose of this policy is to provide a reminder to all parents, carers and visitors, to our school about their expected conduct. This is so we can continue to flourish, progress and achieve in an atmosphere of mutual understanding.

At Lyncrest Primary School we recognise that educating children is a process that involves partnership between parents, class teachers and the school community. As a partnership, we welcome and encourage parents/carers to participate fully in the life of our school. We understand the importance of a good working relationship to equip children with the necessary skills for adulthood.

- Respect the caring ethos of our school that is underpinned by our core values
- Understand that both teachers and parents need to work together for the benefit of their children
- Demonstrate that all members of the school community should be treated with respect, and therefore set a good example in their own communication and behaviour
- Talk politely and respectfully towards each other at all times
- Seek to clarify a child's version of events with the school's view in order to bring about a peaceful solution to any issue
- Correct their child's behaviour especially in public where it could otherwise lead to conflict, aggressive behaviour or unsafe behaviour
- Approach the school to help resolve any issues of concern

- Avoid using staff as threats to admonish children's behaviour.

In order to support a peaceful and safe school environment the school cannot tolerate parents, carers and visitors exhibiting the following:

- Disruptive behaviour which interferes or threatens to interfere with the operation of a classroom, an employee's office, office area or any other area of the school grounds including team matches
- Making impolite and disrespectful comments
- Using loud/or offensive language, swearing, cursing, using profane language or displaying temper
- Threatening to do actual bodily harm to a member of school staff, Governor, visitor, fellow parent/carer or pupil regardless of whether or not the behaviour constitutes a criminal offence
- Damaging or destroying school property
- Abusive or threatening e-mails or text/voicemail/phone messages or other written communication
- Defamatory, offensive or derogatory comments regarding the school or any of the pupils/parent/staff, at the school on Facebook or other social networking sites, including Class Dojo. (see **Appendix 1**). Any concerns you may have about the school must be made through the appropriate channels by speaking to the class teacher, the headteacher or the chair of governors, so they can be dealt with fairly, appropriately and effectively for all concerned
- The use of physical aggression towards another adult or child. This includes physical punishment against your own child on school premises
- Approaching someone else's child in order to discuss or chastise them because of the actions of this child towards their own child. (Such an approach to a child may be seen to be an assault on that child and may have legal consequences)
- Smoking and consumption of alcohol or other drugs whilst on school property
- Dogs being brought on to school premises, other than guide dogs.

Should any of the above behaviour occur on school premises the school may feel it is necessary to contact the appropriate authorities and if necessary, ban the offending adult from entering the school grounds.

## **Responding to inappropriate behaviour from parents or visitors**

We will act to ensure Lyncrest Primary School remains a safe place for pupils, staff, visitors and all other members of our community. If a parent/carers has concerns we will always listen to them and seek to address them. However, inappropriate, abusive, threatening or violent behaviour will not be tolerated.

Staff and pupils have a right to expect their school to be a safe place in which to work and learn. The following is intended to give guidance on

- a) How to prepare for and respond to inappropriate behaviour
- b) What to expect if you demonstrate inappropriate behaviour

Staff are advised to select actions and responses that seem applicable to the situation.

Where a meeting has been arranged with a person previously demonstrating inappropriate behaviours, staff will:

- Be accompanied by another member of staff from the leadership team
- Set a clear agenda, expectations and outcomes before the meeting
- Agree a time limit
- Clarify and record outcomes

If there is inappropriate behaviour during a meeting, staff will:

- Ask the parent / visitor to calm down
- Stop the meeting if the behaviours continue
- Offer to make a another appointment when they are calm
- State calmly that the meeting has closed for that day
- Request that the parent / visitor leave or the staff leave the room
- Call a colleague / line manager or the police if necessary
- Make a record of the meeting

If the conversation is on the telephone, staff will:

- State that they will end the conversation if the caller is not polite and calm
- Put the phone down if they do not respond to this request - first stating that they are putting the phone down now

If a parent or visitor approaches a member of staff following an incident of inappropriate behaviour the member of staff will:

- Say politely that they have passed this issue to a senior member of staff
- Walk away
- Record the incident

If a member of staff is upset or affected in any way they should:

- Seek in-school help and advice
- Contact external teacher / staff support networks

If a member of staff witnesses inappropriate behaviour they will not ignore it. They will:

- Walk over in proximity of the staff member to ensure they are supported.
- Intervene if this seems appropriate using strategies from above
- Suggest the parent/ visitor makes an appointment
- Escort the colleague away to a safe place and ensure they are ok
- Make a record of the incident
- Inform a senior member of staff

A member of the senior leadership team may respond to inappropriate behaviour in any of the following ways:

- Follow up any incidents of inappropriate behaviour
- Make sure a record of the incident has been completed
- Send a letter outlining expected behaviour (in line with this policy) or make a telephone call or set up a meeting to discuss expected behaviour.
- Contact the local authority to discuss actions they may need to be taken for everyone's safety; for example, risk assessment, warning letter, banning from the premises
- Ensure the member of staff is supported

There should be a written record made of all incidents with witness statements attached where appropriate.

No meeting at the school may be electronically recorded without the express permission and consent of all parties. Any information obtained through permitted recordings will not be admissible in any further proceedings and may only be used for the personal use of any parties who have made the recording, to help them clarify the events of the meeting. Any recordings made will be subject to General Data Protection Regulations, as these recordings will contain data regarding individual subjects.

### **Raising Concerns**

Where parents/carers have concerns of any nature, these should be raised firstly with the class teacher either in person or through a direct message to arrange a meeting with the class teacher. It is not appropriate to raise/discuss concerns on Class Dojo as this is a public space.

Please see our complaints policy for further information related to this.

## Appendix 1

### Inappropriate use of social networking sites

Social media websites are being used increasingly to fuel campaigns and complaints against schools, headteachers, school staff, and in some cases other parents/pupils. The governors of Lyncrest Primary School consider social or media websites being used in this way as unacceptable and not in the best interests of the children or the whole school community.

Any concerns you may have must be made through the appropriate channels by speaking to the class teacher, the headteacher or the chair of governors, so they can be dealt with fairly, appropriately and effectively for all concerned.

In the event that any pupil or parent/carer of a child/ren being educated at Lyncrest Primary School is found to be posting libellous or defamatory comments on Facebook or other social networking sites, they will be reported to the appropriate 'report abuse' section of the website. All social networking sites have clear rules about the content which can be posted on the site and they provide robust mechanisms to report content or activity which breaches this. The school will also expect that any parent/carer, or pupil, removes such comments immediately.

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

We will take the issue of cyber bullying and the use of social networks by children or parents to publicly humiliate another very seriously as an incident of school bullying.

Staff and parents should note that:

- No photographs other than of themselves or their children alone may be published online / on social networking sites
- No information or photographs may be published online / on social networking sites that would reflect badly on themselves or the reputation of the school

We would expect that parents would make all persons responsible for collecting children aware of this policy.