

The School's Response;

Following the completion of the risk assessment, the Head Teacher will decide the level of action to be taken. Actions will include the following

Clarify acceptable behaviour.

In some instances it may be appropriate simply to ensure the parent/carer is clear about behaviour standards expected by the school. This could be explained in a letter from the Head Teacher.

Invite the parent to an informal meeting.

This could be helpful to discuss and diffuse the situation. The main points of discussion and any agreed actions will be noted, and a follow-up letter or email sent to confirm the school's expectation and any agreed actions.

Impose conditions on the parent's contact with the school and its staff.

Although fulfilling a public function, schools are private places. The public has no automatic right of entry, therefore, depending on the type, level and frequency of the unacceptable behaviour, the school may consider imposing conditions on the parent's/carer's contact within school.

Imposing a ban

Where other procedures have been exhausted and aggression or intimidation continues OR where there is an act of violence then the school may consider banning the individual from the school premises.

Removal from School

Parents who have been banned from the school premises and continue to cause a nuisance will be deemed to have committed a Section 54-7 offence and police may be required to intervene.

Golden Rule

We treat others as we want to be treated ourselves.

This is linked to a quote from the Bible, the Gospel according to Matthew, Chapter 7, Verse 12

A copy of the school complaints procedure is available on the school website.



Headteacher: Ian Snelling

t: 01623 484522

e: office@st-andrews.notts.sch.uk

www.st-andrews.notts.sch.uk

St Andrew's C of E Primary and Nursery School



Parents' and Carers' Code of Conduct



In these situations, we expect members of staff to behave professionally, attempting to defuse the situation where possible. However, staff who face these situations have licence to end any conversation (face to face or on the telephone).

The overriding principle is, however, that all members of the school community have the right to work or be in school or on a school activity within the community without fear or aggression from parents.

Our Core Values

Thankfulness

Love

Truthfulness

Trust

Respect

Courage



At St Andrew's C of E Primary school, we are very fortunate to have a supportive and friendly parent body and hardworking staff.

We welcome visitors to St Andrew's C of E Primary School. We will act to ensure it remains a safe place for pupils, staff and all other members of our community.

If you have concerns, we will always listen to them and seek to address them.

However, on very rare occasions, the behaviour of a small number of parents/carers falls short of what we expect. This sometimes manifests itself in aggression or abuse towards members of our school community. This can be in written communication (including social media and Class Dojo), on the telephone and face-to-face incidents.

Definition of Unacceptable Behaviour

We consider that aggressive, abusive or insulting behaviour or language from a parent presents a risk to staff or students. Unacceptable behaviour is such that makes a member of staff or student feel threatened. This can be through face-to-face contact, on the telephone or in written communication (including social media and Class Dojo). 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 so as to be intimidating
- Physical intimidation, eg by standing very close to him/her 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.