



Acceptable Behaviour Policy for Parents/Carers/Visitors

Harrow Way Community School





ACCEPTABLE BEHAVIOUR POLICY FOR PARENTS/CARERS/VISITORS

This policy, like all school policies, is to be implemented in accordance with the principles and practice stated in our Equality Scheme.

At Harrow Way School, we value our relationship with every parent, carer, and visitor highly within our school community. Your support is instrumental in achieving our shared goal of success for your child. While the majority of our parents and carers engage with us in a professional and supportive manner, there have been instances where staff members have encountered behaviour from parents and carers that falls outside the bounds of acceptability.

PURPOSE

The Board of Governors and school leaders have a shared responsibility to ensure that all staff members are protected from unacceptable behaviour.

RATIONALE

Although fulfilling a public function, schools are private places. The public has no automatic right of entry. Parents of enrolled students have an 'implied licence' to come onto school premises at certain stated times.

Depending on the type, level or frequency of the unacceptable behaviour, the school may consider imposing conditions on the parent's contact with the school. Our staff are expected to uphold our policies as a condition of their employment. As such, if you have any complaints about a member of staff who is applying our policies then please remember the member of staff is not at fault.

Disputes regarding policy enforcement can be escalated through the school's complaints procedure.

As a large school with over 980 students, it is not always possible to reply to correspondence immediately which increasingly, many parents expect. As a guide, we ask staff to acknowledge emails within two working days of receipt.

Equally, we expect parents/carers to be courteous, to outline any questions or issues in a straightforward manner and to be patient whilst the school responds. If you are not sure to whom you should address correspondence then please email admin@harrowway.hants.sch.uk and we will pass it on accordingly.



DEFINITION

Unacceptable behaviour is defined as any conduct that makes a staff member or student feel threatened, intimidated, or anxious. This includes face-to-face interactions, telephone conversations, or written communication, including social media.

The following examples are not exhaustive but serve as illustrations of such behaviour:

- Shouting (whether in person or over the telephone) at any member of staff
- Arriving at school and demanding a meeting
- Social media posts about members of staff, using intimidating, threatening or abusive language/behaviour
- Swearing (whether in person or over the telephone) at any member of staff
- Indication of physical violence
- Unwanted physical contact
- Excessive emailing/phoning about a minor issue
- Actions undermining a staff member
- Deliberate attempts to question the integrity of a staff member
- Any other behaviour likely to cause alarm, distress, or fear of violence

To eliminate such behaviour, all parents/carers must adhere to our three "Non-Negotiables" concerning positive communication with our staff:

1. Parents are warmly invited on to the school site in any of the following situations:

- For a pre-booked appointment with a staff member
- To attend an official school event
- To collect or drop off a child
- To drop off necessary belongings for the school day or collect items that have been left
- To drop off items for a specific staff member

2. Parents are expected to have read, understood and agreed to our home school agreement, which can be found [here](#).

- Adherence to school behaviour policies is crucial for the safety and happiness of our school community.
- Parents are expected to support the school when their child has fallen short of our behavioural expectations.

3. Parents are expected to be civil in their communications with our staff. Where staff members feel this is not the case they have been instructed to terminate conversations.

- When communicating with staff, please do so respectfully, avoiding any form of shouting, swearing, aggressive or abusive language.
- It is not always possible to reply to correspondence immediately.
- As per our Communications Policy, we expect staff to acknowledge emails within two working days of receipt.



Failure of parents/carers to meet these three non-negotiables will result in incidents being referred using the following principles:

Complaints Policy

Incidents resulting in parental complaints will be addressed under the school's complaints policy which is available to view [here](#)

In the event of unacceptable behaviour, the Headteacher or an appropriate member of the Senior Leadership team (SLT) will determine an appropriate course of action, considering factors such as evidence, witnesses, severity of any incident and the perceived risk of recurrence.

Incidents that fall short of our Acceptable Behaviour Policy for Parents/Carers/Visitors will be formally recorded. Responses to such incidents may include:

i. Clarification of acceptable behaviour:

- Invitation for the parent to provide their version of events.
- A letter from the Headteacher to remind parents of expected behaviour standards.

ii. Informal meeting to discuss events:

- A meeting to discuss and defuse the situation, ensuring the safety and well being of all parties.
- Confirmation of expectations and actions agreed upon in writing.

iii. Conditions on parent's contact with the school:

- Imposition of conditions, such as supervised meetings or restrictions on communication.
- Parental opportunity to appeal conditions to the Chair of Governors.

iv. In extreme circumstances, imposing a ban:

- Consideration of a ban in cases of persistent aggression or violence.
- Provisional ban communicated in writing, with the opportunity for the parent to appeal.

v. In extreme circumstances, removal from school:

- Parents who persistently cause a nuisance and have been banned from the site (see iv.) will be considered trespassers. This would result in removal from the school premises under Section 547 Education Act 1996.
- Incidents such as these would be passed to Hampshire Police as per the stated DfE guidance - [Controlling access to school premises](#)



Committee Responsible for Review:	F&GP
Ratified by Governing Body:	26/02/2024
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