



Moston Fields Primary School policy document

Policy Title	Managing Aggressive behaviour from Parents/Carers or Visitors on the School Site (or over the phone)
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Last Review: March 2023

Ratified by Full Governing Body: April 2023

Next Review: March 2026





OVERVIEW

Policy on Managing Abusive Parents/Carers or Visitors on the School Site (and over the phone)

Moston Fields Primary School is committed to placing the Convention for the Rights of the Child at the heart of its ethos and values. This Policy protects Children's Right to be Safe and demonstrates the role of the school and all adults as the duty bearers for this.

This policy links to the following Articles:

Article 29: Children's right to become the best that they can be,

Article 5: Children's right to learn how to use their rights respectfully as they grow up,

Article 19: Children's right to be kept safe from harm, including emotional harm

Overview

The ethos of Moston Fields Primary School is one that is based on promoting and respecting children's rights. It also encourages close links with parents and the community, actively seeking ways of developing this partnership further. The staff and governors believe that pupils benefit when the relationship between home and school is a positive one.

The vast majority of parents, carers and others visiting our school are keen to work with us and are supportive of the school. As a School, we pride ourselves on our positive links with parents and carers. However, on the rare occasions when a negative attitude towards the school is expressed, this can result in aggression, verbal and or physical abuse towards members of school staff or the wider school community. This can also sometimes take place in front of children.

The governing body expects and requires its members of staff to behave professionally in these difficult situations and attempt to defuse the situation where possible, seeking the involvement as appropriate of other colleagues. However, all members of staff have the right to work without fear of violence and abuse, and the right, in an extreme case, of appropriate self-defence.

We expect parents and other visitors to behave in a reasonable way towards members of school staff. We accept that sometimes if parents have concerns that anxiety levels can be high which can change behaviours but we would expect parents to take on board, any advice given by members of staff to keep a situation calm.

This policy outlines the steps that will be taken where behaviour is unacceptable.



1. Types of behaviour that are considered serious and unacceptable and will not be tolerated:

- shouting at members of the school staff, parents or children either in person or over the telephone;
- physically intimidating a member of staff, parent or child eg standing very close to her/him;
- the use of aggressive hand gestures;
- threatening behaviour;
- shaking or holding a fist towards another person;
- swearing;
- using abusive/ offensive language
- pushing;
- hitting, e.g. slapping, punching and kicking;
- spitting;
- racist, sexist, homophobic or transgender comments;
- breaching the school's security and drop-off/pick-up procedures without consent

This is not an exhaustive list but seeks to provide illustrations of such behaviour. Unacceptable behaviour may result in the local authority and the police being informed of the incident and the Manchester City Council Legal Team will support School on these occasions.

Abuse over the phone will not be tolerated. If verbally aggressive behaviours happen during a telephone conversation with any member of staff, the person on the phone will be asked to stop, calm down and call back when they are able to maintain a conversation without unacceptable conduct. If it continues then they will be told that the call will be ended. Whilst we understand that people can sometimes vent their frustrations at staff without meaning to, this does not make it acceptable.

2. Procedure to be followed if a parent/carer or visitor behaves in an unacceptable way towards a member of the school community.

The Headteacher or appropriate senior staff will seek to resolve the situation through discussion and mediation, and if the unacceptable behaviour continues, terminate the meeting and ask the visitor to leave the premises or end the phone call.

If necessary, the school's complaints procedures should be followed. Where all procedures have been exhausted, and aggression or intimidation continue, or where there is an extreme act of violence, a parent or carer may be banned by the Headteacher or Chair of Governors, from the school premises for a period of time, subject to review as defined in



section 547 of the Education Act (1996) Any actions taken like this will be guided and led by the Manchester City Council Legal team.

In imposing a ban the following steps will be taken:

1. The school may in the first instance warn the parent that they are minded to ban them and seek reassurance about future behaviour. If reassurance is not forthcoming, then the school will proceed as in 2 below including details of how long the ban will last. Depending on the severity of the offence, the school may impose an immediate ban as in 2 below.
2. Following legal advice and support, the parent/carer will be informed, in writing, that she/he is banned from the premises, subject to review, and what will happen if the ban is breached, e.g. that police involvement or an injunction application may follow.
3. Where an assault has led to a ban, a statement indicating that the matter has been reported to the local authority and the police will be included.
4. Where appropriate, arrangements for pupils being delivered to, and collected from the school gate will be directed. These times will be controlled and more often than not, will be off-site.

The steps above will be taken in conjunction with advice and guidance from the Manchester City Council Solicitors.

Conclusion

If a parent/carer/visitor is intimidating, threatening or aggressive towards any member of the school community any interaction will be terminated immediately and the person will be instructed to leave the premises.

Further action may be taken by the school, which may include a ban of entry to the premises or a ban from speaking to or meeting with a named member of staff.

The local authority itself may take action where behaviour is unacceptable or there are serious breaches of our home-school code of conduct or health and safety legislation.

In implementing this policy, the school will, as appropriate, seek advice from the Local Education, to ensure fairness and consistency.



Appendix 1 Home School Agreement from Behaviour Policy

GROWING LIFELONG LEARNERS TOGETHER:

with Parents and Carers: Behaviour is everybody's business

OUR HOME/SCHOOL AGREEMENT

BE READY:

We need parents to:

- Bring children to school on time every day 
- Pick up on time so that staff can get their work done
- Provide equipment/uniform & ask for help with this if needed
- Encourage home reading & learning log challenges
- Help build a positive attitude about learning in your child
- Support your child to gain independence; tying shoe laces, putting coat on, etc
- Sign up to Class Dojo & make sure that you read emails & newsletters from school
- Attend Parents Evenings & other events to get involved in school
- Spend time talking, playing with & reading to your child




BE RESPECTFUL:

We need parents to:

- Talk to your child positively about their day 
- Speak respectfully to staff, children & other parents when on school site
- Talk to your child about listening to other's viewpoint: there are always two sides to a story
- Use communication methods with staff appropriately & understand you may not get an immediate response
- Have respectful conversations with staff about any issues that arise & remember that we all want the best for the children 
- Treat people in our community with dignity & care

BE SAFE:

We need parents to:

- Encourage your child to STOP, THINK & then ACT, getting help if needed. Hitting back is not the answer. Adults at school will always help
- Communicate with staff/other parents in a safe & respectful manner, remembering that children will pick up on adult behaviours 
- Be aware that some children have allergies so do not send in anything with nuts
- Understand that children are individuals & will need different levels of support. Fair is not always equal
- Tell us if you are worried about anything that is happening at school that is upsetting your child – use the teachercontact@mostonfields.manchester.sch.uk address to get in touch or call the Office 
- Work with us if things are going wrong: together, we can make things better
- Talk to your child about their feelings & share with us if you are concerned about their mental health
- Encourage your child to be active - walking & playing out as much as they can
- Have a good evening & weekend routine so that children get into good sleep habits & are ready for school
- Bring in your child's water bottle (named) everyday 
- Provide a healthy breakfast to start the day off well
- Provide a healthy snack for break time (KS2 only as EYFS & KS1 have fruit)
- For packed lunches, provide a healthy packed lunch that is not full of sugar



Appendix 2

Family and Visitors Code of Conduct

Moston Fields Primary School Family and Visitors' Code of Conduct

We encourage partnerships with our families, and work hard to maintain mutual respect and recognition of shared responsibility for the children.

The code of conduct for visitors to school is that of mutual respect for school staff and children to all visitors. Included in this is respect for school property, other visitors and children.

The school expects families to:

- Respect the caring ethos of the school
- Understand that families and teachers need to work together for the benefit of children
- Demonstrate in their own behaviour that all members of the school community should be treated with respect
- 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 own child's behaviour, especially where it could lead to conflict
- Approach school staff to help resolve issues
- Avoid using staff as threats to admonish children

In order to support a peaceful and safe school environment the school does not tolerate:

- Disruptive behaviour which interferes or threatens to interfere with the operation of a classroom, office or other area of school grounds
- Loud or offensive language, swearing, cursing or displaying temper
- Threatening to do actual bodily harm to a member of school staff, governor, visitor, parent/carer or pupil
- Damaging or destroying school property
- Sending abusive or threatening emails, text/voicemail/phone messages or other written communication
- Defamatory, offensive or derogatory comments regarding the school or any of the pupils/families/staff at the school on Facebook or any other social media sites
- The use of physical aggression towards another adult or child. This includes physically punishing your own or someone else's child on school premises
- Smoking, vaping or consuming alcohol or drugs whilst on school property

We thank our visitors for observing this. However, in a very small minority of cases, the behaviour of a few parents can cause disruption, resulting in abusive or aggressive behaviour towards staff, other parents or family members or visitors. This will not be tolerated. All members of our school community have a right to expect that their school is a safe place. If the parent or family member's behaviour is unreasonable, permission for them to be on the school premises may be withdrawn and they will become a trespasser.