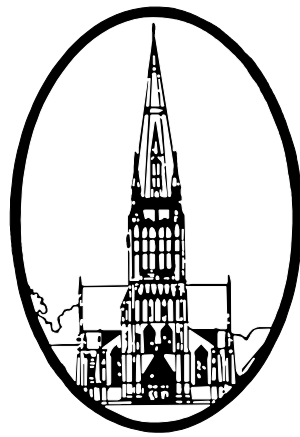


St. Mary's C. of E. Primary School

'Through God's love, we strive to be the best we can be.'



Managing Parents and Visitors Behaviour Policy

Revised: May 2022

Review date: May 2025

Mission Statement and Values

“Through God’s love, we strive to be the best we can be.”

St Mary’s is an inspiring and creative school which fosters a love of learning as well as developing skills for life. We strive to enhance every child’s moral, spiritual, intellectual, social and physical well-being and celebrate every child’s gifts.

As a faith school we hold **love** at the centre of all we do. This and the following values reflect the ethos of our school.

Respect – ourselves, each other and our environment

Courage – to stand up for what is right, overcome our fears and embrace new challenges

Truth – in the choices we make and our dealings with family, friends, school and community

Hope – that inspires us to look forward in confidence to a better life for all

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1 Introduction

Aims

1.1 As a Church of England School, Christian values are at the heart of all we do. We value our relationship with parents and all members of the school and local community. The Chair of Governors, Headteacher and Parent all sign an agreement as children enter the school showing their commitment to a positive relationship to enable good outcomes (See home school agreement Annex A). If you have a concern we want to know about it so that it can be dealt with immediately to ensure positive outcomes for all pupils. The Complaints Policy will guide you through the steps for raising a concern or making a complaint in an appropriate way.

However, there are occasions when parents or visitors express their views in the form of aggressive or violent language or behaviour. This is unacceptable because all staff and members of the school community are entitled to carry out their duties or work without fear of abuse or violence.

Expectations

2.1 Parents and visitors are expected to:

- treat all members of the school community with courtesy and respect;
- demonstrate a good example for the children, in how they speak and behave;
- avoid conversations in front of children and other members of the school community to avoid upset or distress;
- work with staff so that together they can resolve any concerns;
- recognise the time constraints under which members of staff in schools work and allow the school a reasonable time to respond to them;
- respect and follow school procedures and policies;
- respect the environment of the school so that it remains safe, clean and tidy.

Unacceptable behaviour

3.1 Unacceptable behaviour includes:

- Speaking in an aggressive or threatening manner
- Shouting at a person
- Physically intimidation for example: standing too close or shaking a fist

- Making threats
- Swearing
- Assault of any kind (including pushing)
- Spitting
- Derogatory and discriminatory comments
- Breaking the school's security / health and safety / child protection procedures

This list is not exhaustive.

Rights of access

4.1 Access to the school is decided by the Headteacher. Parents and carers will normally be granted access to certain areas of the school; however, they do not have any right of access. Anyone deemed to have behaved in an unacceptable way may be banned from the school premises.

Guidance on actions and procedures

5.1

1. If someone is becoming aggressive or abusive, staff will try and draw them away from an area where there are children present and seek immediate help from another member of staff.
2. A member of the SLT should try and resolve the situation through discussion and mediation if they are available to do so..
3. If this does not resolve the matter and the unacceptable behaviour continues, the person should be asked to leave the premises and told if they fail to do so we will have no choice but to call the police. If they fail to do so, the Police should be called; this may lead to prosecution.
4. The member of staff should report what has happened to a member of the Senior Leadership Team (SLT) and record the event on the Incident form (Annex B) which should then be given to the Headteacher.
5. The Headteacher may then decide to ban the person from the school premises for a fixed period of time or permanently. Advice will be sought from the LA or the LDBS.
6. They will be informed in writing of the ban and the reasons for it, the review date, and the action that will be taken if they breach the ban. The letter will detail the arrangements that have been made for the parent/carer to receive appropriate information about their child's education (correspondence templates Annex C).
7. The Chair of Governors will be informed.

Annex A

Home School Agreement

St Mary's Home – School Agreement

We recognise each child as an individual, and aim to give all children every opportunity to realise their full potential.

We believe that a close partnership between the school, parents and the child is essential if we are to achieve this aim.

We therefore ask all parents and children to sign up to our Home/School Agreement.

Thank you for your support.

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Headteacher: Mrs Jane O'Brien



St Mary's C of E Primary School



'Through God's love, we strive to be the best we can be.'

Home-School Agreement

Child's name

.....

Date

.....

THE SCHOOL

We will:

- Provide a secure, happy and stimulating environment where Christian faith leads our way;
- Encourage the children to understand the importance of a healthy lifestyle;
- Encourage the children to adhere to the school values.
- Provide a broad and balanced curriculum which challenges your child to reach their potential and fulfils the requirements of the National Curriculum;
- Listen to your concerns when raised privately and at an appropriate time and will work with you to come to a satisfactory conclusion.
- Keep you informed about your child's progress and behaviour, as well as their termly curriculum.
- Send appropriate work with the children to share at home;
- Make you feel welcome whenever you visit the school and respond to your questions or concerns as quickly as possible.
- Communicate information regularly to parents on the website, through letters, newsletters and texts;
- Encourage respect for all faiths and cultures within a Christian ethos.
- Implement the 'Stay on Green' behaviour policy in a fair and consistent manner.

Mrs O'Brien Headteacher

Signed.....

THE CHILD

I will:

- Follow the school values of love, respect, courage, truth and hope.
- Follow the 'Stay on Green' behaviour.
- Always try my best and take responsibility for my own learning and behaviour both in and out of school.
- Work hard to achieve my targets and bring to school, everything that I need for the day.
- Tell a member of staff if I am worried about anything.
- Wear the correct school uniform.

Signed.....

THE GOVERNORS

We will:

- Oversee the general financial, educational and spiritual direction of the school.
- Challenge staff to provide a secure, inclusive, stimulating learning environment for each and every child.
- Attend as many school activities as possible to get to know the community as broadly and deeply as possible.

Ms Katie Chubb Chair of Governors

Signed.....

THE PARENTS/GUARDIANS

I will:

- Ensure my child attends school regularly and punctually and inform the school if my child will be away from school or late;
- Raise any concerns privately and at the appropriate time, not in front of my child or other children. I will make an appointment so that staff can give their full attention to the matter and will work towards a satisfactory conclusion.
- Ensure my child wears the correct school uniform;
- Support the School's 'Stay on Green' behaviour and encourage my child to follow the school values;
- Contribute to the voluntary school maintenance fund which contributes to the upkeep of the school building;
- Attend parents' evenings and other activities;
- Ensure my child reads daily and provide opportunities for them to complete homework;
- Ensure I pay for school dinners, trips and visits in line with policies and deadlines.
- Read all communications sent out by school to keep up to date with information.
- Conduct myself appropriately at all times whilst on the school premises and communicate appropriately with all members of the school community.

Parent's Name

Parent's Name

Signed.....

Annex B

INCIDENT REPORT FORM	
Relevant incidents may include trespass, nuisance or disturbance on school premises, verbal abuse, sexual or racial abuse, threats, aggression, physical violence and intentional damage to property. Where possible, the form should be completed before any discussion between witnesses is possible, as this might lead to allegations of collusion. This form should be completed as fully as possible, using a continuation sheet if necessary. For any incident involving or witnessed by a pupil or parent/ carer/ visitor, a member of staff should complete the form on their behalf.	
Time of incident:	Date of incident:
Name of member of staff reporting incident:	
Details of the person assaulted or abused:	
Name and details of person causing incident:	
Description of incident plus names of persons involved, location, nature of any injuries, attendance of emergency services, etc:	
Witness or witnesses (if any):	
Outcome:	
Have there been any previous incidents with the same person?	
Signature of person completing form:	Date:
Please return this form to the Headteacher or in their absence a member of SLT	

Annex C

(Warning letter to be sent by recorded delivery, from the Headteacher: to parent/carer with child/ren at the school)

Dear,

I have received a report about your conduct at the school on (enter date and time).
(Add factual summary of the incident and of its effect on staff, pupils, other parents.)

I must inform you that the Governing Board will not tolerate conduct of this nature on its premises and will act to protect its staff and pupils.

Therefore if, in the future, I receive any more reports of conduct of this nature I will be forced to consider removing your permission to enter the school grounds and buildings. Under section 547 of the Education Act 1996, I am able to have you removed from the school and you could be liable for prosecution.

Nevertheless, I wish to give you an opportunity to give me in writing, any comments or observations of your own in relation to the report which I have received about your conduct. These comments may include any expressions of regret on your part and any assurances you are prepared to give about your future good conduct.

Yours sincerely,

Headteacher

Annex D

(Banning Letter to be sent by recorded delivery, from the Headteacher: to parent/carer of child/ren at the school)

Dear,

I have received a report about your conduct on (enter date and time).
(Add factual summary of the incident and of its effect on staff, pupils, other parents.)

I must inform you that the Governing Board will not tolerate conduct of this nature on its premises and will act to protect its staff and pupils. In consultation with the LA and / or LDBS, I am therefore instructing that until (add date) you are not to enter the school premises. If you do not comply with this instruction, I may arrange for you to be removed from the premises and prosecuted under Section 547 of the Education Act 1996. If convicted under this section, you are liable to a fine of up to £500.

For the duration of this decision you may bring your son(s)/daughter(s) (complete as appropriate) to school and collect them/him/her (delete as appropriate) at the end of the school day, but you must not go beyond the school gate.

(In the case of infant children, also insert)
Arrangements have been made for your son(s)/daughter(s) (insert child/ren's names) to be collected and returned to you at the school gate by a member of the school's staff.

The withdrawal of permission for you to enter the school premises takes effect immediately.

However, before confirming my decision, I would like to give you the opportunity to write to me with any comments or observations of your own in relation to the report which I have received. These comments may include any expressions of regret on your part and any assurances you are prepared to give about your future good conduct.

To enable me to take a decision on this matter at an early point, you are asked to send me any written comments you wish to make by (state date ten working days from the date of letter).

If on receipt of your comments I consider that my decision should be confirmed, or extended, you will be supplied with details of how to pursue a review of the circumstances of your case.

In any event, the decision to withdraw your licence to enter the school premises will be reviewed by (complete as appropriate). That review will take account of any representations that you may have made and of your subsequent conduct.

Yours sincerely,

Headteacher

Annex E

(Banning Letter, from the Headteacher: to a member of the public)

Dear,

I have received a report from the Headteacher at **(insert name)** School about your conduct on **(enter date and time)**.

(Add factual summary of the incident and of its effect on staff, pupils, other parents.)

I must inform you that the governors will not tolerate conduct of this nature on its premises and will act to protect its staff and pupils. In consultation with the LA and LDBS, I am instructing you that you are not to reappear on the premises of the school. If you do not comply with this instruction, I may arrange for you to be removed from the premises and prosecuted under Section 547 of the Education Act 1996. If convicted, you are liable to a fine of up to £500.

Yours sincerely,

Headteacher

Annex F

(Letter updating a banning letter, from the Headteacher, confirming ban: to parent/carer with child/ren at the school)

Dear,

On (give date) I wrote to you informing you that, I had withdrawn permission for you to come onto the premises of (insert name) School until (insert date). To enable me (delete as appropriate) to determine whether to confirm this decision, or to impose it for a longer period, I gave you the opportunity to give your written comments on the incident concerned by (give date).

I have not received a written response from you / I have now received a letter from you dated (insert the date), the contents of which I have noted. (delete either sentence as appropriate)

In the circumstances, and after further consideration of the report, I have determined that the decision to withdraw permission for you to come onto school premises should be confirmed/extended. (delete as appropriate)

I am therefore instructing that until (insert date) you are not to come onto the premises of the school without the prior knowledge and approval of myself. If you do not comply with this instruction, I may arrange for you to be removed from the premises and prosecuted under Section 547 of the Education Act 1996. If convicted, you are liable to a fine of up to £500.

Notwithstanding this decision, myself and staff at (insert name) School remain committed to the education of your child/children (delete as appropriate), who must continue to attend school as normal under the arrangements set out in my previous letter.

I will take steps to review the continuance of this decision by (give date). When deciding whether it is necessary to extend the withdrawal of permission to come onto the school's premises, I will take into account the extent of your compliance with the decision, any appropriate expressions of regret and assurances of future good conduct received from yourself, and any evidence of your co-operation with the school in other respects.

(Include where the incident has arisen within the context of a parental complaint against the school:)

Finally, I would advise you that your complaint (give brief details) is considered under the appropriate school procedure. You will be contacted about this by the school in due course.

Yours sincerely,

Headteacher

Annex G

(Letter from the Headteacher following formal review of a banning letter, extending ban: to parent/carer with child/ren at the school)

Dear,

I wrote to you on (insert date) withdrawing permission for you to come onto the premises of (insert name) School until (insert date). In that letter I also advised you that I would take steps to review this decision by (insert date).

I have now completed the review. However, I have determined that it is not yet appropriate for me to withdraw my decision. (Give a brief summary of reasons)

I therefore advise that the instruction that you are not to come onto the premises of (insert name) School without the prior knowledge and approval of myself remains in place until (insert date).

I shall undertake a further review of this decision on (insert date).

If you are dissatisfied with this decision, you have a right to request a review of the decision by the Governing Board.

Yours sincerely,

Headteacher

Annex H

Letter from the Headteacher, following formal review of a banning letter, ending ban: to parent/carer with child/ren at the school)

Dear,

I wrote to you on (insert date) informing you that I had withdrawn permission for you to come onto the premises of (insert name) School until (insert date). In that letter I also advised you that I would take steps to review this decision by (insert date).

I have now completed the review. After consultation with the LA and LDBSr, I have decided that it is now appropriate to change that decision and I am therefore restoring to you the permission to come onto the school premises, with immediate effect.

I trust that you can now be relied upon to act in full co-operation with the school and that there will be no further difficulties of the kind which made it necessary for me to prevent you entering the premises.

I should point out that if there is any repetition of your behaviour, I shall not hesitate to withdraw permission for you to come onto the premises once more.

Yours sincerely,

Headteacher