

St Marie's Catholic Primary School

Parents and Visitor Conduct Policy



<i>Chair of Governors:</i>	<i>John Keenan</i>	
<i>Signature:</i>	<i>J. Keenan</i>	<i>Date: May 18</i>
<i>Review Date:</i>	<i>September 19</i>	

St. Marie's Catholic Primary School

Bigdale Drive, Northwood, Kirkby, Liverpool L33 6XL

Telephone (0151) 477 8480

e-mail: stmaries@knowsley.gov.uk

Headteacher: Miss S O'Keeffe

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ST. MARIE'S CATHOLIC PRIMARY SCHOOL

POLICY ON MANAGING ABUSIVE VISITORS

STATEMENT OF PRINCIPLES

The governing body of St. Marie's Catholic Primary School encourages close links with parents and the community. It believes 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. 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.

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

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Types of behaviour that are considered serious and unacceptable and that will not be tolerated are as follows:

- Shouting at members of the school staff, either in person or over the telephone
- Physically intimidating a member of staff (e.g. standing very close to them)
- The use of aggressive hand gestures
- Threatening behaviour
- Shaking or holding a fist towards another person
- Swearing
- Pushing
- Hitting (e.g. slapping, punching and kicking)
- Spitting
- Breaching the school's security procedures.

This is not an exhaustive list; it seeks to provide illustrations of such behaviour. Unacceptable behaviour may also result in the employing body and the police being informed of the incident.

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PROCEDURE TO BE FOLLOWED

If a parent/carer behaves in an unacceptable way towards a member of the school community, the head teacher will seek to resolve the situation through discussion and mediation. If it's appropriate, the school's complaints procedures should be followed.

The code of conduct expected of everyone is displayed at all entrances to the school and around the school in poster format.

Where there is a breach of the code of conduct the school needs to respond in a measured way, depending on the seriousness of any inappropriate conduct.

The following actions may be used dependant on the seriousness of the misconduct

- Head teacher/SLT may initiate a meeting/dialogue with the individual;
- the visitor is written to, describing their misconduct, explaining its impact on the school and stating its unacceptability;
- school may vary the person's "licence", say, through the addition of conditions;
- a warning of the possibility of a "ban" (i.e. the withdrawal of their licence) if the misconduct is repeated;
- imposition of a ban with a review after a fixed period;
- imposition a ban without review.

It is possible for a Head teacher to initiate any of these actions on their own authority, but is less likely to lead to personal confrontation if the more serious sanctions are initiated by the Governing Body or local authority, as appropriate.

The appropriate report form will be used to log incidents.

Model letters from NAHT Policy and/or local authority should be considered for use.

Over the Phone



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If a parent, carer or member of the public begins to exhibit aggressive or abusive behaviour (eg use of foul language or verbal threats) towards any member of staff during a telephone call, the member of staff shall:

Calmly state that the language used is unacceptable and that they will end the call if it continues.

- Try to establish the name and contact details of the complainant (and the nature of the complaint if possible) and state that a member of the Leadership Team will return their call as soon as possible.
- End the call. Make notes of what was said immediately on termination of the call and then report the incident to a member of the Leadership Team.

A member of the Leadership Team will contact the complainant to establish the nature of the complaint and try to resolve the issue.

Written Abuse

If a member of staff receives written correspondence (eg letter, e-mail or text) of a threatening or abusive nature from a parent, carer or member of the public, this shall be reported immediately to a member of the Leadership Team and a copy retained as evidence.

The receiving member of staff will not reply to the correspondence without first agreeing the response with the Leadership Team member (or, in preference, the LT member will respond on their behalf).

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IMPOSING A BAN

Where all relevant procedures have been exhausted and aggression or intimidation continue, or where there is an extreme act of violence, a parent/carer may be banned by the Head teacher from the school's premises for a defined period of time.

In imposing a ban, the following steps will be taken:

- The parent/carer will be informed, in writing, that they are banned from the school's premises, subject to review, and what will happen if the ban is breached e.g. police involvement or an injunction application may follow
- Where an assault has led to a ban, a statement indicating the matter has been reported to the employing body and the police will be included
- The chair of governors will be informed of the ban
- Where appropriate, arrangement for pupils being delivered to and collected from the school gates will be clarified.

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CONCLUSION

The employing body may take action where behaviour is unacceptable, or there are serious breaches of the code of conduct or health and safety legislation. In implementing this policy, the school will, as appropriate, seek advice from the employing body's education, health and safety, and legal departments to ensure fairness and consistency. The policy will be reviewed annually.

Signed

Chair of the governing body

Date

Incident Report Form



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Relevant incidents 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 please, 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.

The completed form should be passed to the Head teacher, for appropriate action and recording.

Date of incident

Time of incident

Name of person reporting incident

Date incident reported

Member of staff recording incident

Date incident recorded

Name(s) of person(s) causing incident

Appendix 1 – Incident Form



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Date of Incident	
Time of Incident	
Name of Person Reporting incident	
Date Incident reported	
Member of staff recording the incident	
Date incident recorded	
Name of person (s) causing the incident (where name(s) is/are unknown, provide other details of which may allow their identification)	
Status(es) (parents/carers/visitors/trespassers)	
Full description of incident (e.g. names of persons involved; location; nature of any injuries; attendance of emergency services) GI04 Managing Violent and Abusive Visitors to Schools	

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<i>Continue if required</i>	
Names of any Witnesses (Statuses)	
Initial action/outcome (e.g. formal conciliation; police intervention; warning or banning letter issued)	
Summary of subsequent actions taken by the school, including risk assessments	
Linked incidents (if any)	