



(Procedures to Enforce Zero Tolerance of Unacceptable Behaviour)

Occasionally some parents choose not to follow the existing procedures and protocols when they believe they have a concern or an issue and choose to respond in a negative, hostile or intimidating manner towards our staff.

While these incidents are isolated and rare they can often involve persistent, unacceptable behaviour towards either one or more members of staff

The governors reserve the right to take any necessary action to ensure the safety of the members of the school community.

Any parent behaving unlawfully will be reported to the police. Governors will actively support any police investigation or actions.

This guidance aims to provide clear procedures for the management of unwanted behaviour.

All parents are strongly advised to follow the existing procedure for concerns and complaints. (Information can be requested from the school or is available on the school's website)

Should unacceptable behaviour occur:

Stage 1

Any member of staff may give an explanation of why the behavior is not acceptable. A member of the leadership team should be informed of the incident. If it is deemed to be of an aggressive or violent nature or is unlawful, Stage 2 will be acted upon.

Stage 2

If behaviour witnessed at Stage 1 is repeated or is abusive, aggressive or violent a member of the leadership team will give a warning and outline the consequences which follow

- Formal Letter is sent to parent, outlining the unacceptable behavior and informing them of the consequence
- If a ban from the school premises is given as the sanction this will be put in place for two weeks. Parents have the right to appeal by writing to the Chair of Governors within ten days of permission to enter the school premises being withdrawn
- The Community Police Officer will be informed of the incident and the ban in place
- If the Chair of Governors agrees that the ban for two weeks is sufficient a 'return to school' meeting will be held with the parent, members of the leadership team and a community police officer. (A summary of meeting will be available to all parties)
- If the Chair of Governors agrees that the behaviour is serious enough to warrant an extension of the two week ban, a panel of governors will meet to decide on the appropriate action to be taken.
- A formal letter will then be sent to the parent to explain the decision made and the amount of time the ban will be in place.
- After the 'banning period' has been completed a 'return to school' meeting will be held with the parent, members of the leadership team and a community police officer. (A summary of the meeting will be available to all parties)

- After receiving a ban from the school premises, any parent will have a period of review, usually for one term (duration at Headteacher's discretion) This will include the following procedures
 - If parents are attending any out of school hours activities they must inform a member of leadership team
 - A review meeting will take place to complete the process
- If at any point there is a repeat of any unacceptable behaviour, the governors may further extend the ban period or seek to impose a permanent ban.

Please also be advised that if the 'return to school' meeting is not attended then any ban will stay in place until it is completed.

Parents will be informed of this decision and will be given contact details of who to speak to in order to rearrange the meeting.

(Where the designation of 'parent' is used within this protocol document, this also includes carers or visitors who are acting in a parental role)

Protocols produced and agreed by governors

September 2018

To be reviewed

Annually

Signed



(Chair of Governors)