



# Policy and Procedures For Dealing With Unacceptable Behaviour by Parents and Visitors on the School Premises

Approved By:	Full Governing Body
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Signed:	

## **Policy and Procedures For Dealing With Unacceptable Behaviour by Parents and Visitors on the School Premises**

The Governing Body of Victoria Road School actively encourages close links with parents and the community. It believes 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. From time to time it is necessary for parents and the school to deal with problems relating to particular pupils. It is important that discussions between parents and staff are conducted in a calm and respectful manner. In the vast majority of such situations this is what happens, but on very rare occasions, aggression and verbal and or physical abuse is directed towards members of school staff or members of 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 of other colleagues when appropriate. However, all members of staff have the right to work without fear of violence and abuse.

Violence, threatening behaviour and abuse against school staff or other members of the school community, including other parents and pupils, will not be tolerated. All members of the school community have a right to expect that their school is a safe place in which to work and learn. There is no place for any form of abuse, threatening behaviour or violence in our school.

We expect parents and other visitors to behave in a reasonable way towards members of school staff and the wider school community at all times. This policy outlines the steps that will be taken where behaviour is unacceptable and contravenes Section 21 of the Education Act 2001. **(Appendix 1)**

Types of behaviour that are considered serious and unacceptable and which will not be tolerated in relation to members of staff, and other members of the community include:

- verbal intimidation, for example shouting or swearing, either in person or over the telephone,
- verbal abuse, for example speaking rudely or making negative personal comments,
- any form of physical contact,
- physical intimidation, eg standing unnecessarily close to a member of staff,
- the use of rude or aggressive hand gestures, including pointing, shaking or holding a fist towards another person,
- spitting,
- breaching the school's security procedures. All visitors to the school must first report to the main reception area.
- constant emails and/or phone calls which amount to harassment and intimidation, despite the school's best efforts to address a situation,
- regularly emailing staff and expecting responses at unreasonable times such as late at night or weekends. Emails sent to the school office ([VictoriaRdEnquiries@sch.im](mailto:VictoriaRdEnquiries@sch.im)) will be acknowledged within one working day, and responded wherever possible within one working day of receipt;
- inappropriate electronic activity including publishing abusive or inappropriate content with regards to the school, teachers or students on social networking websites such as Facebook and Twitter or in email communication.

This is not an exhaustive list but seeks to provide illustrations of unacceptable behaviour.

Whilst the use of such behaviour is unacceptable in all circumstances, the school is particularly concerned to protect its pupils from being exposed to such behaviour (whether or not directed at them).

***All incidents of rudeness will be logged with the School's Chair of Governors.***

***Unacceptable behaviour may result in the police being called or informed of the incident.***

### **Parental/Visitor Access to the School Premises**

Normally parents/carers (and those with parental responsibility), plus visitors, have implied permission to visit the grounds and buildings of a school. Where there are serious concerns regarding the conduct of a parent/visitor, and possible staff/pupil safety, the Headteacher can:

- initiate a meeting/dialogue with the individual
- write to the visitor, describing their misconduct, explaining its impact on the school and stating its unacceptability
- vary the person's access to the school, for example, through the addition of conditions
- warn of the possibility of a "ban" if the misconduct is repeated
- impose a ban with a review after a fixed period

### **PROCEDURE TO BE FOLLOWED**

#### **Incident Report**

If a parent/carer/visitor behaves in an unacceptable way towards a member of the school community, an incident report form should be completed by the member of the school community against whom the abuse was directed. In the case of this being a pupil, a member of staff may complete the form on their behalf. The pupil should read what has been written, agree the contents and sign it.

#### **(Appendix 2 - Incident Report Template)**

#### **Step 1: first warning**

The headteacher, accompanied at all times by a member of staff, will speak to the person or persons perpetrating such an incident privately. (However, they may wish to have someone with them). It will be put to the person that such behaviour is unacceptable and an assurance will be sought that such an incident will not be repeated. It will be stressed on this occasion that repetition of such an incident will result in further more serious action being taken. The headteacher will write to the adult(s) informing them that this conduct is unacceptable.

#### **(Appendix 3 - First Warning Letter Model)**

### Step 2: final written warning

If a second incident occurs involving the same person or persons, the Chair of Governors will write to the adult(s) giving a final warning that this abusive and threatening behaviour is unacceptable, and that a repetition of this conduct will leave the governors no option but to involve the Department of Education, Sport and Culture and / or the police and put a ban in place. The process may be accelerated according to the level of behaviour.

### Step 3: Governors / Department of Education, Sport and Culture ban letter

If such an incident recurs, or if an initial incident is considered serious enough by the headteacher, the School Governing Body and / or the Department of Education, Sport and Culture would be involved to enforce any action deemed necessary. This may result in a person or persons being excluded from school premises. A period of one week (7 calendar days) is given for the parent to make representation to the Chair of Governors at which point the decision is made to either confirm and continue the ban or discontinue it. The Department of Education, Sport and Culture may consider taking legal action to enforce a ban.

**(Appendix 4 - Ban Pending Review Letter Model;**

**Appendix 5 - Withdrawal of Permission Confirmed Letter Model;**

**Appendix 6 - Restore Permission After Review Letter Model;**

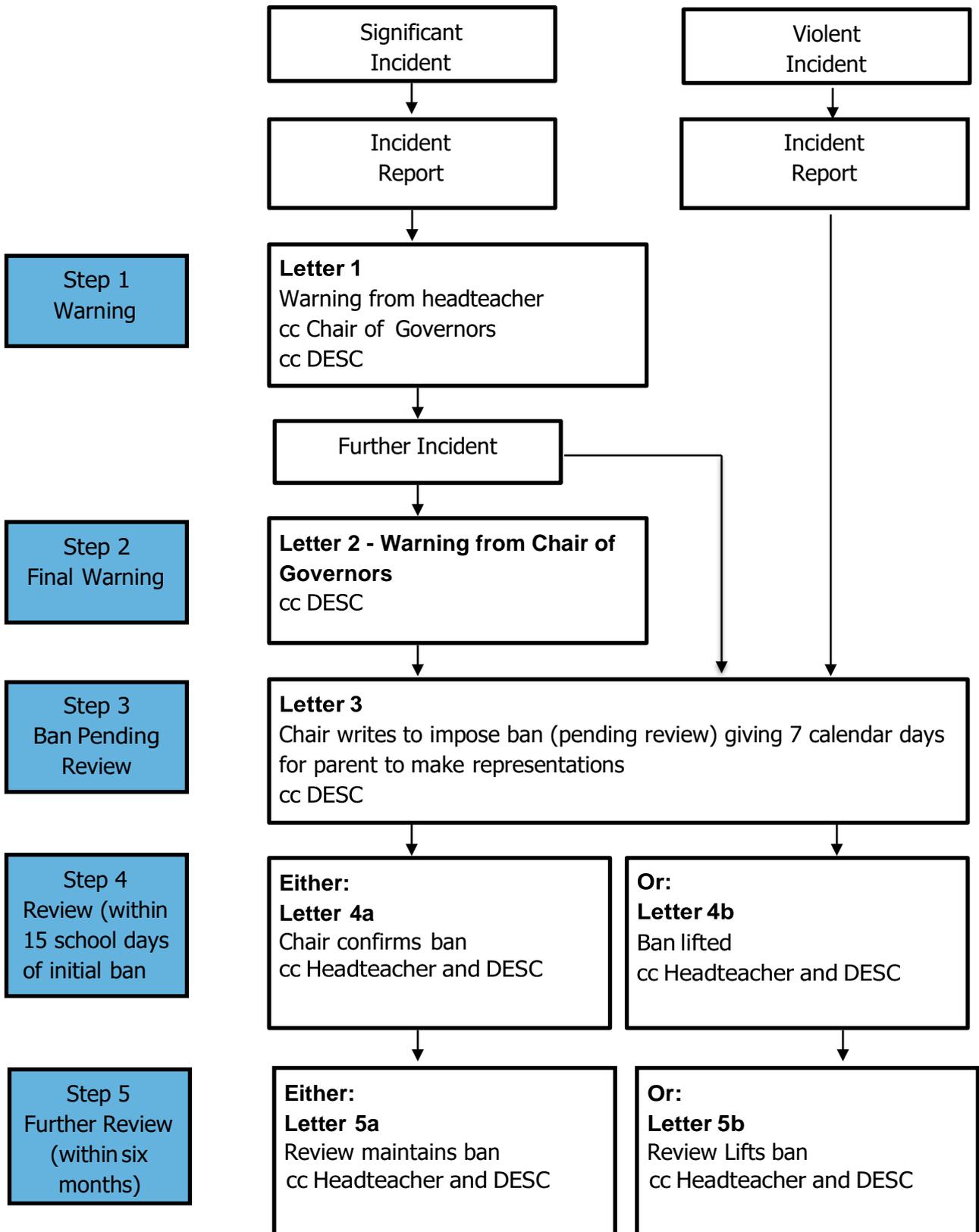
**Appendix 7 - Continue Ban After Second Review Model)**

### Step 4: involvement of the Department of Education, Sport and Culture and

Police If following a decision to ban a person from the school premises, that person nevertheless persists in entering school premises and causes a nuisance or disturbance, such a person may be removed from the school premises and prosecuted.

All parents, even if excluded from school premises following action by the Chair of Governors or the Department of Education, Sport and Culture, have a right to be informed about their child's educational progress. This could be achieved through a meeting with the other parent / carer or through a written report.

## Flowchart for process to ban a parent from the school premises



## **Appendix 1**

Section 21 of the Isle Of Man Education Act 2001 contains the following provisions:

### **“21. Conduct on school and college premises**

(1) Any person, not being —

(a) a person employed or appointed or authorised by the Department or the governing body of a provided school, maintained school or special school, or

(b) a registered pupil at the school,

who is present on any school premises and, on being requested by the headteacher to quit the school premises, refuses or fails to do so is guilty of an offence and liable on summary conviction to a fine not exceeding £1,000.

(2) Any person being present on any school premises who —

(a) behaves in a violent, quarrelsome, indecent or disorderly manner on any school premises, or

(b) uses any profane, obscene, indecent or threatening language on such premises, is guilty of an offence and liable on summary conviction to a fine not exceeding £1,000.

(3) All constables are required, on the demand of the head teacher, or some person in his behalf, to expel or assist in expelling from the school premises any person committing or having committed an offence under subsection (1) or (2), and may use such reasonable force as may be required for that purpose.

(4) References in this section to the head teacher of a school include references to a teacher acting as the head teacher.

(5) This section applies to the premises of a college provided or maintained by the Department as it applies to school premises; and in relation to such premises references in this section to the head teacher of a school shall be construed as references to the principal, or a teacher acting as the principal, of the college”

**Appendix 2**

**Abusive or threatening behaviour – incident report form**

**1. Details**

Date of incident: .....

Day of the week: .....

Time: .....

Location: .....

**2. Member of staff reporting incident**

Name: .....

Position: .....

**3. Details of person assaulted / verbally abused**

Name: .....

Job / Position (if member of staff): .....

**4. Details of trespasser / assailant / verbal abuser (if known)**

.....  
.....

**5. Witness(es) if any**

Name: .....

Address: .....

.....

**Other information / relationship between member of staff / abuser if any**

.....

**6. Details of incident (please attach full report and any witness statement)**

.....  
.....  
.....  
.....

Location of incident: .....

**7. Outcome (see policy):**

Step .....

Has abuser been involved in any previous incidents? .....

Name and contact details of police officer involved / incident number:

.....

Form completed by : .....

Signed: .....

Date: .....

Please return to the Headteacher as soon as possible.

## Appendix 3

### Letter 1

#### Warning (sent by headteacher)

Dear

In line with expectations of adult visitors to the school, as outlined in our policy, I am writing to advise you formally that your behaviour towards ..... on ..... was totally unacceptable and I have taken advice on how to proceed.

**Or**

I am very concerned about the unsatisfactory nature of our meeting/telephone conversation on ..... and I have taken advice on how to proceed.

**(add summary of incident and its effect on staff and pupils)**

I have now been able to investigate the incident further and I understand that .....

**Or**

As I witnessed your behaviour myself there is no need for me to investigate the incident further.

**Optional** I am not prepared to continue to accept such behaviour. If parents are unhappy about any aspect of their child's education they can arrange to have a meeting with me at an appropriate place and time.

**Optional** In the circumstances I must ask you not to approach any of my staff directly until further notice, though you will still be able to make contact through me. For the future I must inform you that any repetition of such behaviour towards any of the school staff, pupils or others connected with the school will be followed by an immediate withdrawal of permission for you to enter the school premises.

I am copying this letter to the Chair of Governors and to the Department of Education, Sport and Culture. Should you wish to discuss the contents of this letter please make an appointment to see me via the school office.

Yours sincerely

Headteacher

cc: Governing Body

cc: Department of Education, Sport and Culture

## Appendix 4

### Letter 3 - Withdraw permission pending review (sent by Chair of Governors)

Dear

I have received a report from the headteacher of .....School about your conduct on ..... at ..... **(add summary of incident and its effect on staff and pupils)**  
**(optional reference to first letter from headteacher)**

I must inform you that the governors, in line with our policy, will not tolerate conduct of this nature on the school premises and will act to defend school staff and pupils. On the advice of the Headteacher, I am therefore instructing you that until I have reviewed this incident, you are not to reappear on the school premises. If you do not comply with this instruction I shall arrange for you to be removed from the premises.

If you cause a nuisance or disturbance on the premises you may be prosecuted under section 21 of the Education Act 2001; if convicted under this section, you are liable to a fine not exceeding £1000.

For the duration of this decision you may bring your child(ren) to school and collect them at the end of the school day, but you must not go beyond the school gate.

**For infant children** – arrangements have been made for your child(ren) to be collected and returned to you at the school gate by a member of the school staff).

Special arrangements can be made for you to meet with the headteacher, if necessary, but this may only be with the written permission of the governors.

The withdrawal of permission for you to enter the school premises takes effect immediately and will be in place for 15 calendar days in the first instance. I still need to decide whether it is appropriate to confirm this decision. Before I do so, I wish to give you an opportunity to give me in writing any comments or observations of your own in relation to the report that I have received from the headteacher. These comments may be to challenge or explain the facts of the incident, to express regret and give assurances about your future good conduct.

To enable me to take a decision on this matter, please send me any written comments you wish to make by **(date 7 calendar days from date of letter)**.

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

I am copying this letter to the Headteacher and the Department of Education, Sport and Culture. Yours sincerely

Chair of Governors

cc: Governing Body

cc: Department of Education, Sport and Culture

## Appendix 5

### Letter 4a ~ Withdrawal of permission confirmed (sent by chair of governors)

Dear

On ..... I wrote to inform you that on the advice of the headteacher I had withdrawn permission for you to come onto the premises of ..... School. To enable me to determine whether to confirm this decision for a longer period, I gave you the opportunity to give your written comments on the incident concerned by .....

I have not received a written response from you/I have received a letter from you dated ....., the contents of which I have carefully considered.

In the circumstances, and after further consideration of the headteacher's report, I have determined that the decision to withdraw permission for you to come onto school premises should be confirmed. I am therefore instructing that, until further notice, you are not to come onto the premises of the school without the prior knowledge and approval of the headteacher.

If you do not comply with this instruction I shall arrange for you to be removed from the premises of the school. If you cause a nuisance or disturbance on the premises, you may be prosecuted under section 21 of the Education Act 2001; if convicted under this section, you are liable to a fine not exceeding £1000.

Even though we have taken this decision, the headteacher and staff at ..... School remain committed to the education of your child(ren), who must continue to attend school as normal (insert for primary age children) under the arrangements set out in my previous letter.

This decision will be reviewed again .....**(insert review date which should be within a reasonable period and no longer than six months)**. When deciding whether it will be necessary to extend the withdrawal of permission to come onto the school premises, consideration will be given to the extent of your compliance with the decision, any appropriate expressions of regret and assurance of future good conduct received from you; and any evidence of your co-operation with the school in other respects.

If you wish to pursue the matter further you have a right to complain to a panel of school governors who have not been involved previously and who will consider the circumstances of the decision to withdraw permission for you to come on to the school site. You can make your complaint by writing to the Clerk to the Governors, at the Department of Education, Sport and Culture.

**(Where the incident has arisen in the context of a parental complaint against the school, the following may be inserted)** Finally, I would advise you that I have asked the headteacher to ensure that your complaint that..... is considered under the appropriate stage of the school's parental complaints procedure. The school will contact you about this in due course.

Yours sincerely

Chair of Governors

cc: Governing Body

cc: Department of Education, Sport and Culture

## Appendix 6

### Letter 4b ~ Restore permission after review by Chair of Governors (sent by Chair of Governors)

Dear

On ..... I wrote to inform you that on the advice of the headteacher I had temporarily withdrawn permission for you to come onto the premises of ..... School. To enable me to determine whether to confirm this decision for a longer period, I gave you the opportunity to give your written comments on the incident concerned by .....

I have not received a written response from you/I have received a letter from you dated ....., the contents of which I have carefully considered.

In the circumstances, and after consulting further with the headteacher, I have decided that it is not necessary to confirm the decision and I am therefore restoring to you permission to come onto the school premises, with immediate effect.

**(Optional)** I must warn you, however, that if it should become necessary in the future I shall not hesitate to withdraw permission for you to come onto the school premises once again.

Yours sincerely

Chair of Governors

cc: Governing Body  
cc: Department of Education, Sport and  
Culture

## Appendix 7

### Letter 5a ~ Continue ban after second review (sent by Chair of Governors)

Dear

I wrote to you on ..... confirming that permission for you to come onto the premises of ..... School had been withdrawn until further notice. I also advised you I would take steps to review this decision by ..... I have now completed the review. However, after consultation with the headteacher, I have determined that it is not yet appropriate for me to withdraw my decision. **(Add brief summary of reasons).**

I therefore advise that the instruction that you are not to come onto the premises of ..... School, without the prior knowledge and approval of the headteacher remains in place until further notice. If you do not comply with this instruction I shall arrange for you to be removed from the premises and you may be prosecuted under section 21 of the Education Act 2001; if convicted under this section, you are liable to a fine not exceeding £1000.

I shall undertake a further review of this decision by .....**(insert review date which should be within a reasonable period and no longer than six months).**  
In the meantime you can write to me with a statement of your views, which I will consider.

Yours sincerely

Chair of Governors

cc: Governing Body  
cc: Department of Education, Sport and  
Culture

## **Appendix 8**

### **Dealing with abusive telephone calls**

Sometimes staff may have to deal with challenging, abusive, aggressive or threatening telephone calls. It is unacceptable for any member of staff to be subjected to such abuse but staff may not know how to handle such a telephone call. This guidance has been produced to assist staff if they are faced with such a situation.

To reduce the likelihood of callers becoming abusive staff should conduct themselves in a courteous and professional manner and make every attempt to meet the needs of the caller. Staff should also have the confidence that it is acceptable to end an abusive telephone call.

#### **Always**

- remain calm and polite
- stay in control of the situation
- actively listen – repeat information back to the caller to test understanding of the issue and gain their agreement
- inform the caller they are trying to help them
- be positive and say what you can do
- be clear and avoid using jargon
- if necessary, apologise for an error and take action to put it right
- if you have to go and get some information, let the caller know why you are putting them on hold and do not leave them on hold for a long time. Update them as necessary
- make notes of the conversation
- follow the procedure below if appropriate
- refer the caller to the headteacher, deputy etc.

#### **Never**

- respond in the same manner as an abusive caller
- take it personally
- allow yourself to be bullied
- slam the phone down.

## **Script for abusive telephone calls**

### **When the caller starts to raise their voice/be abusive:**

Mr/Mrs/Ms...please don't raise your voice/swear at me, I am not raising my voice/being rude to you. If you continue to raise your voice/be rude to me then I will be forced to terminate the call.

### **When the caller continues to raise their voice/be abusive:**

Mr/Mrs/Ms..... I understand you are upset/frustrated however I am not prepared to continue to be shouted/sworn at so you can either call back when you have calmed down or if you prefer you can put your views in writing.

### **If, despite the two warnings above, the caller continues to raise their voice/be abusive:**

Mr/Mrs/Ms.... I advised you earlier during this call about raising your voice/swearing and you have continued to do this, so I am afraid I am going to have to terminate this call.

**Hang up.**

### **Further actions:**

Make a written note of the telephone call using the incident report form (Appendix 2) and report the incident to your line manager.

## **Appendix 9**

### **Abuse/bullying using cyber technology**

Staff in schools may become targets of cyber abuse/bullying and, like other forms of bullying, it can have a significant impact on their health, well-being and self-confidence. Protecting staff from abuse is best done within a prevention framework, including whole school policies and appropriate practices.

Cyber abuse/bullying may consist of threats, harassment, embarrassment, humiliation, defamation or impersonation. It may take the form of general insults, or prejudice based abuse, e.g. homophobic, sexist, racist or other forms of discrimination. It may involve email, virtual learning environments, chat rooms, websites, social networking sites, mobile and fixed-point phones, digital cameras, games and virtual world sites.

Abuse using cyber technology can occur at any time and incidents can intrude into the victim's private life. The audience for such messages can be very large and can be reached rapidly. The content of electronically forwarded messages is hard to control and the worry of content resurfacing can make it difficult for the victim to move on.

The Isle of Man Department of Education, Sport and Culture endorses the decision of any school to operate a zero tolerance policy towards direct or indirect harassment or assault against any member of staff, volunteers and governors.

This includes the use of social media and other forms of electronic communications to facilitate the act.