

HERRIES PREPARATORY SCHOOL

VISITOR AND PARENT CONDUCT POLICY



Reviewed Rob Grosse September 2024

The Governing Body of Herries actively encourages close links with parents and the community. It believes that pupils benefit when the relationship between home and school is positive. From time to time parents and the school need to deal with problems and it is important that discussions between parents and staff are conducted in a calm and respectful manner. On very rare occasions, relationships become strained between 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 anxiety.

In line with any other employee, our staff are entitled to the same standards and expectations. Threatening behaviour 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 mistreatment or enmity 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 required.

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 are:

- verbal intimidation, for example raised voices, shouting or strong language, either in person or over the telephone
- constant emails and/or phone calls which amount to provocation 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 will be responded to in a timely manner
- Inappropriate online activity including publishing inaccurate, disparaging, unpleasant, or offensive content with regards to the all members of school staff, school, teachers or pupils on social media or in email communication

- Any form of physical intimidation, e.g. standing inappropriately close to a member of staff or the use of intimidating gestures
- Breaching the school's security procedures. All visitors to the school must first report to the main reception area.

This is not an exhaustive list but seeks to provide illustrations of such 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).

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, are granted what is known as "limited licence" to visit the grounds and buildings of a school.

Where there are serious concerns regarding the conduct of a parent/visitor, and possible staff/student 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 "licence"/access to the school, for example, through the addition of conditions
- If the misconduct is repeated, a) a warning will be issued regarding of the possibility of a withdrawal of limited licence, b) a withdrawal will be imposed with a review after a fixed period, with review date c) a withdrawal will be imposed without review

Procedure to be followed

If a parent/carer/visitor behaves in an unacceptable way towards a member of the school community, the Headteacher and/or appropriate member of the SLT will seek to resolve the situation through discussion and mediation.

If necessary, the school's complaints procedures should be followed by the parent.

In imposing a ban the following steps will be taken:

1. The parent/carer will be informed, in writing, that s/he is barred from the premises, subject to review, and what will happen if the sanction is breached, e.g. that police involvement or an injunction application may follow
2. The Chair of Governors will be informed of the ban
3. As appropriate, arrangements for meetings at school regarding pupils, and arrangements for pupils being delivered to and collected from the school will be clarified. In implementing this policy, the school will, as appropriate, seek advice from the school's solicitors, and/or the Local Authority if necessary, to ensure fairness and consistency.