



WELLAND ACADEMY

Parental Code of Conduct Policy

This policy has been written taking into account the DfE Guidance 'Controlling Access to school premises November 2018 as well as NAHT guidance on dealing with abusive parents.

At Welland Academy, we value the positive relationships forged with parents and visitors to the school. We encourage close links with parents and the community and believe that students benefit when the relationship between home and school is a positive one. We also strive to make our school a place where as adults we model for students the behaviour we teach and expect. In general, we place a high importance on good manners, positive communication and mutual respect.

The purpose of this policy is to provide a reminder to all parents, carers and visitors to our academy about the expected conduct. This is so we can continue to flourish, progress and achieve in an atmosphere of mutual understanding.

Almost all parents, carers and visitors to Welland Academy are keen to work with us and are supportive of the school. However, on very rare occasions the behaviour of a small number of parents falls short of what we expect. This sometimes manifests itself in aggression or abuse towards members of the school community. This can be in written communication (including social media), on the telephone or in face-to-face incidents.

In these situations we expect members of staff to behave professionally, attempting to defuse the situation where possible and seeking the involvement as appropriate of other colleagues. Staff who face these situations have licence to end any conversation (face to face or on the telephone). They should then refer the incident to a senior manager who will take appropriate action or invoke the provisions of this policy.

The overriding principle is, however, that all members of the school community have the right to work or be in school without fear of aggression or abuse from parents. The progress and well-being of the parent's child(ren) will be fully considered. Actions taken against the parent will be reasonable and proportionate. The parent will have the opportunity to put their views forward at



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every stage. In the case of the imposition of conditions or a ban from school, robust review processes are in place to ensure fairness.

Guidance for Parents/Carers

As well as following the guidance set out in our Home-School Agreement, academy website and prospectus we expect parents, carers and visitors to:

Respect the ethos, values and rules of our academy.

Understand that both teachers and parents need to work together for the benefit of their children.

Demonstrate that all members of the academy community should be treated with respect and therefore set a good example in their own speech and behaviour.

Seek to clarify a child's version of events with the academy's view in order to bring about a peaceful solution to any issue.

Correct own child's behaviour especially in public where it could otherwise lead to conflict, aggressive behaviour or unsafe behaviour.

Approach the academy to help you resolve any issues of concern.

Definition of unacceptable behaviour

We consider that aggressive, abusive or insulting behaviour or language from a parent presents a risk to staff or students. Unacceptable behaviour is such that makes a member of staff or student feel threatened. This can be through face-to-face contact, on the telephone or in written communication (including social media). The following is not an exhaustive list but seeks to provide illustrations of such behaviour:

- any kind of insult as an attempt to demean, embarrass or undermine
- any kind of threat (including abusive or threatening e-mails or text/voicemail/phone messages or other written communication.)
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- raising of voice so as to be intimidating (Using loud/or offensive language, swearing, cursing, using profane language or displaying temper.)
- physical intimidation, eg by standing very close to him/her or the use of aggressive hand gestures
- use of foul or abusive language
- any kind of physical abuse
- allegations which turn out to be vexatious or malicious.
- Cycling within and/or dogs being brought on to academy premises.
- Disruptive behaviour which interferes or threatens to interfere with the operation of a classroom, an employee's office, office area or any other area of the academy grounds including team matches and football games.
- Damaging or destroying academy property.
- Defamation of the academy's, other parents/carers or staff character on Facebook or other social sites. Offences may be reported to the appropriate authorities.
- The use of physical aggression towards another adult or child. This includes physical punishment against your own child on academy premises.
- Approaching someone else's child in order to discuss or chastise them because of their actions towards their own child. (Such an approach to a child may be seen to be an assault on that child and may have legal consequences).
- Smoking and consumption of alcohol or other drugs.

The school's approach to dealing with incidents

If a parent/carer/visitor behaves in an unacceptable way towards a member of the school community, the Principal or appropriate senior staff will assess the level of risk before deciding on a future course of action. The course of action will be reasonable and commensurate with the assessed level of risk.

Risk Assessment

The Principal will carry out a risk assessment in order to help make a decision about the level of response. In all cases the response will be reasonable and proportionate. The Principal will consider the following questions:

- What form did the abuse take?
- What evidence is there?



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- What do witnesses say happened?
- Are there previous incidents to take into consideration?
- Do members of staff/students feel intimidated by the parent's behaviour?
- Is there any evidence of provocation?
- How high is the assessed risk that this will be repeated or there will be retaliation at the school's action? (low, medium, high).

Recording of Incidents

Staff/students subject to abuse and witnesses will make written statements about incident(s) which will be kept on file with subsequent letters.

The School's response

Following the completion of the risk assessment, the Principal will decide the level of action to be taken. Actions will include the following:

1. Clarify to the parent what is considered acceptable behaviour by the school.

In some instances it may be appropriate simply to ensure the parent is clear about behaviour standards expected by the school. This could be explained by letter from the Principal. This letter may contain a warning about further action if there are further incidents. The parent will be invited to write to the Principal with his/her version of events within 10 working days. Depending on the parent's response a meeting may then be held to discuss the situation and how this can be avoided in future.

2. Invite the parent to an informal meeting to discuss events.

This could be helpful to discuss and diffuse the situation. The safety and well-being of those attending such a meeting must be carefully considered. Members of school staff will always be accompanied by at least one other colleague at any such meeting. Consideration should be given to the seating arrangements, and care taken to ensure exits cannot be blocked by a parent who could potentially become aggressive. The main points of discussion and any agreed actions should be noted, and a follow-up letter or e-mail sent to confirm the school's expectations and any agreed actions.

3. Impose conditions on the parent's contact with the school and its staff.



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Although fulfilling a public function, schools are private places. The public has no automatic right of entry. Parents of enrolled students have an 'implied licence' to come onto school premises at certain stated times. It is for schools to define and set out the extent of such access. Parents exceeding this would be trespassing. Depending of the type, level or frequency of the unacceptable behaviour, the school may consider imposing conditions on the parent's contact with the school. These conditions may include (but are not exclusively):

- being accompanied to any meeting with a member of school staff by a member of SLT
- restricting contact by telephone to named members of the senior leadership team
- restricting written communications to named members of the senior leadership team
- restricting attendance at school events to those where the parent will be accompanied by a member of the senior leadership of the school
- any other restriction as deemed reasonable and proportionate by the Principal. In this case the parent will be informed by letter from the Principal the details of the conditions that are being imposed. The parent would then be given 10 working days from the date of that letter to make representations in writing.

4. Imposing a ban

Where other procedures have been exhausted and aggression or intimidation continues OR where there is an extreme act of violence then the school may consider banning the individual from school premises. This will include banning a parent from accessing school staff by written communication or telephone. In these circumstances, the individual would be advised in writing by the Principal that a provisional ban is being imposed. The parent would then be given 10 working days from the date of that letter to make representations about the ban in writing. A decision to impose a ban will be reviewed after approximately six months (and every six months after that, if appropriate). The decision of the review will be communicated to the parent.

5. Removal from school

Parents who have been banned from the school premises and continue to cause a nuisance will be deemed to have committed a section 547 offence. They will be considered as trespassers. In these circumstances the offender may



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be removed from school. This may be carried out by a police officer. Legal proceedings may be brought against the parent.

6. Complaints policy

Any parental complaint that arises from incidents of abusive behaviour will be dealt with under the complaints policy.

We trust that parents and carers will assist our academy with the implementation of this policy and we thank you for your continuing support of The Welland Academy.