



## **St. Martin's CE Primary & Nursery School**

### **POLICY ON ACCEPTABLE PARENT/CARER BEHAVIOUR**

**This policy can be applied to any person who engages with the school**

At St Martin's School we recognise that parents and carers are the single biggest influence on their children and their achievements. Therefore, we are committed to building positive and responsive relationships with parents and carers so that together we can ensure that our young people get the most out of their time with us.

St Martin's is committed to dealing with all complaints fairly and impartially, and to providing a high-quality service to those who complain in line with the school's complaints policy. We expect anticipate that the majority of complaints to be handled in an informal manner and to be resolved quickly.

#### **Purpose**

The purpose of this Policy is to:

- uphold the standards of courtesy and reasonableness that should characterise all communication between the School and persons who wish to express a concern or
- pursue a complaint
- support the well-being of students, staff and everyone else who has legitimate interest in the work of the School, including governors and parents
- deal fairly, honestly and properly with those who make persistent or vexatious complaints and those who harass members of staff in school while ensuring that other stakeholders suffer no detriment

We will not normally limit the contact complainants have with our school. However, we do not expect our staff to tolerate unacceptable behaviour and will take action to protect staff from that behaviour, including that which is abusive, offensive or threatening.

We encourage partnerships with our parents and carers, and work hard to maintain mutual respect and recognition of shared responsibility for the children. However, in a very small minority of cases, the behaviour of a few parents or carers can cause disruption, resulting in abusive or aggressive behaviour towards staff and this will not be tolerated. All members of

the school community have a right to expect that their school is a safe place.

### **Unreasonable behaviour**

St Martin's defines unreasonable behaviour as that which hinders our consideration of complaints because of the frequency or nature of the complainant's contact with the school, such as, if the complainant:

- refuses to articulate their complaint or specify the grounds of a complaint or the outcomes sought by raising the complaint, despite offers of assistance
- refuses to co-operate with the complaints investigation process
- refuses to accept that certain issues are not within the scope of the complaints procedure
- insists on the complaint being dealt with in ways which are incompatible with the complaints procedure or with good practice
- introduces trivial or irrelevant information which they expect to be taken into account and commented on
- raises large numbers of detailed but unimportant questions, and insists they are fully answered, often immediately and to their own timescales
- makes unjustified complaints about staff who are trying to deal with the issues, and seeks to have them replaced
- changes the basis of the complaint as the investigation proceeds
- repeatedly makes the same complaint (despite previous investigations or responses concluding that the complaint is groundless or has been addressed)
- refuses to accept the findings of the investigation into that complaint where the school's complaint procedure has been fully and properly implemented and completed including referral to the Department for Education
- seeks an unrealistic outcome
- makes excessive demands on school time by frequent, lengthy and complicated contact with staff regarding the complaint in person, in writing, by email and by telephone while the complaint is being dealt with
- uses threats to intimidate
- uses abusive, offensive or discriminatory language or violence
- knowingly provides falsified information
- publishes unacceptable information on social media or other public forums

Complainants should try to limit their communication with the school that relates to their complaint, while the complaint is being progressed. It is not helpful if repeated correspondence is sent (either by letter, phone, email or text), as it could delay the outcome being reached.

Whenever possible, the headteacher or chair of the governing board will discuss any concerns with the complainant informally before applying an 'unreasonable' marking.

If the behaviour continues, the headteacher will write to the complainant explaining that their behaviour is unreasonable and ask them to change it. For complainants who excessively contact St Martin's causing a significant level of disruption, we may specify methods of communication and limit the number of contacts in a communication plan.

In response to any serious incident of aggression or violence, we will immediately inform the police and communicate our actions in writing. This may include barring an individual from St Martin's. Schools are not public places and although parents and carers have rights to attend and enter school premises for legitimate proper purposes, The Education Act of 1996 states that it is an offence for a trespasser on school premises to cause a nuisance or

disturbance. The school is entitled to withdraw the implied right a parent or carer has to enter the school, if that parent or carer is violent or aggressive. If the parent or carer then enters the premises, they are in breach of the law, and they can be prosecuted in the criminal courts.

This policy applies to all those that engage with the school and not just to parents.

**Behaviours which can lead to a ban include:**

1. Physical or verbal threats towards staff, pupils or other parents
2. Actual violence
3. Damage to property
4. Refusal to leave when asked
5. Disruption of the running of the school
6. General abusiveness

The headteacher will decide whether the situation has been reached for proposing an actual ban. In extreme circumstances, i.e. the incident is considered to be very serious, then s/he can issue a short-term temporary ban immediately, if required.

If the issue presents a less immediate threat then the headteacher will consider issuing a warning letter which says that repeats if such behaviour will likely result in a ban. Events may occur in a number of stages and it may be that upon consideration by the headteacher that a warning letter needs to be issued.

**Review**

The School will review as appropriate, and at a minimum once in a school year, any sanctions applied in the context of this policy.

## **POLICY REVIEW**

<b>Policy Review Term:</b>	Two years
<b>Lead member of staff responsible for review:</b>	Headteacher
<b>Lead Governor responsible for review:</b>	Lead for Parent & Christian Community Links
<b>Date policy adopted:</b>	10 <sup>th</sup> June 2019 (this replaces the previous Acceptable Behaviour Statement)
<b>Dates policy reviewed:</b>	1 <sup>st</sup> March 2021 – no amendments 26 <sup>th</sup> January 2023 – no amendments
<b>Dates policy amended between reviews:</b>	17 <sup>th</sup> June 2020 (Appendix 1 re Covid-19 added)

## **APPENDIX 1**

### **Behaviour Principles in School During Covid-19**

Whilst our intent remains the same with regards to promoting positive behaviour through creating and maintaining positive relationships, we are experiencing exceptional circumstances which require a revised approach to our policy.

Our commitment to "providing a safe environment, free from disruption" is now the overarching priority.

To this end we need all staff, parents and children to agree to the following 'acceptable behaviour' requirements.

We accept that different routines and staff in the classroom, at arrival and departure, and throughout the school day may be unsettling for some children. To mitigate against this, we have ensured there is a higher ratio of adults to child in each class (1:15), who will work hard to reassure your child(ren).

However, we will expect all adults and children in school to

- Follow any altered routines for drop offs and pick-ups - there will be staggered starts and ends of days, and adults will have to follow a one-way system around the school to their child's designated bubble.
- Maintain a 2m distance from anyone not in their 'bubble'
- Use the hand sanitisers available on entrance to school and class bubble
- 'Catch it, bin it, kill it' - relating to sneezes and coughs - ensuring children use tissues and dispose of them safely.
- Tell a member of staff if they are experiencing symptoms of coronavirus
- Keep equipment from the 'bubble' within the 'bubble'

Adults will support children to understand that personal equipment provided by the school or brought in from home must not be shared.

Where a child experiences symptoms, the head teacher expects the parent to get their child tested, in order that parents and staff of the whole bubble can be reassured. A child with symptoms must isolate at home for 8 days ( members of the household must isolate for 14 days) unless parents produce a negative test certificate.

Within each bubble, equipment will be cleaned daily and retained within each bubble. Staff will rotate resources and books providing a period of non-use to enable deep cleaning.

We have tried hard to anticipate issues which may cause concern or worry, which may lead to a breach of acceptable behaviour, and where there is an initial breach we will endeavour to find an acceptable resolution.

Jesus said "I have come that you may have life, life in all its fullness". (John 10:10)

However, if parents or children find it difficult to adhere to the amendments above we will have to remove the offer of a place in school until we know there is no longer a risk of infection by the coronavirus.

**This Appendix has been shared electronically through dojo with each family and staff member coming into school. Receipt of the appendix and continued attendance at school assumes that the appendix has been read and understood.**