

Foundations for Children Nursery Schools Federation

Code of Conduct for parents, carers and visitors

At our Nursery Schools and Playgroup, we value the positive relationships forged with our parents, carers and visitors to the school. We wish to work in partnership with parents and carers in order to create the best learning opportunities for their child so that we can work together in partnership in supporting children to meet their full potential. We also strive to make our schools a place where as adults we model the behaviour we teach and expect. We place a high importance on our school values together with positive communication and mutual respect.

Principles: Almost all parents, carers and visitors to *(add name of individual sch)* are keen to work with us and are supportive of the school. However, on very rare occasions, the behaviour of a small numbers of parents falls short of what we expect. This can sometimes manifest itself in aggression or abuse towards members of the school community or it can be written communication (including social media), on the telephone or in face-to-face situations. The over-riding principle of this policy is that all members of the school community have the right to work or be in school without fear of aggression or abuse from parents, carers or visitors.

Recording incidents: Any incident must be recorded and passed to the Executive Headteacher using **Appendix E**, these include incidents such as:

- Trespassing
- Verbal abuse
- Sexual or racial abuse
- Threats
- Aggression
- Physical violence
- Intentional damage to personal property or the school's property
- Any racist comments
- Any injuries to staff or children Procedure for dealing with abusive parents, carers or visitors

Should any of the above occur on the school premises or in connection with the school, we may feel it necessary to take action by contacting the appropriate authorities or consider banning the offending adult from entering the school premises.

No parent or carer should approach any child or parent/carer because of alleged actions as this could be seen as an assault on a child or parent.

Thank you for abiding by this code of conduct in our school. Together we can create a positive and uplifting environment not only for the children but also all who work and visit our school.

Guidance on dealing with a parent/carers code of conduct:

Step 1 - Letter to explain what is considered acceptable behaviour (**see Appendix A**) The Exec Headteacher will send a letter to the parent(s) involved. It will be put to them 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. If the Exec Headteacher has been subject to abuse, this will be done by the Chair of Governors (or other appointed governor, if the Chair is involved in the incident in any way). At any stage, the school may report serious incidents of abusive and threatening behaviour to the Local Authority. The school has a statutory responsibility to report any racist or discriminatory incidents to the Local Authority Any act of actual or threatened violence will be referred to the police immediately. NB: Any incidents of violent conduct would immediately proceed to step 5.

Step 2 – Written warning with an invitation to discuss events if a second incident occurs involving the same person or persons, the Exec Headteacher will write to the adult(s) informing them once again that this conduct is unacceptable and invite them in to discuss the events. As for Step 1, if the Exec Headteacher has been subject to abuse, this will be done by the Chair or other appointed governor.

Step 3 – Final written warning informing parents of imposed conditions If a third incident occurs involving the same person or persons, the Exec Headteacher will write to inform parents/carers of the school's decision to impose conditions that restrict their access to the school (this includes a complete ban).

Step 4 - Letter from Chair of Governors to confirm or overturn Exec Headteacher's decision The Chair of Governors (or other appointed governor) will write to the adult(s) giving a final decision to either impose the conditions set out in Step 3 or to overturn the decision.

Step 5 – Involvement of the police. Any act of actual or threatened violence will be referred to the police immediately. Furthermore, if following a decision to ban a person from the school premises, that person nevertheless persists in entering school premises and is displaying unreasonable behaviour, such a person may be removed from the school premises as a trespasser under Section 547 of the Education Act 1996 and charged with an offence under the Public Order Act 1986. All parents, even if excluded from school premises, have a right to seek an appointment to speak to school staff about their child's educational progress.

Monitoring: behaviour of parents, carers and visitors will be supervised by the Exec Headteacher and Senior Leadership Team.

Review and Evaluation of the Policy: The policy will be reviewed in line with the governors' policy review schedule or to reflect any curriculum/practice changes that take place within school or externally.

Appendix A –

Letter to explain what is considered acceptable behaviour (Step 1)

Dear,

I have received a report about your conduct at the school on (enter date, time or details). This appears to fall far short of what we would expect of a parent/carer/visitor at (enter name of school)

(Add factual summary of the incident and its effect on staff, pupils and other parents).

I must inform you that the governing body will not tolerate aggression towards members of the school community and will act to protect its staff and pupils from any form of abuse or intimidation. I should warn you that any future conduct could result in the school imposing conditions restricting your access to the school or banning you from contacting or attending the school altogether.

I wish to give you the opportunity to give me any written comments regarding the report about your conduct. These comments may include any assurances you are prepared to give about your future good conduct.

Details of our policy on dealing with abusive parents can be found on our website.

Yours sincerely, Exec Headteacher

Appendix B –

Written warning with an invitation to discuss events (Step 2)

Dear,

I have received a report about your conduct at the school on (enter date, time or details).

(Add factual summary of the incident and its effect on staff, pupils and other parents).

You will recollect that I have already written to you about a previous incident on (date) warning you of the consequences of any further insulting or aggressive behaviour on your part.

I must inform you that the governing body will not tolerate conduct of this nature on the school premises and will act to defend school staff, children and families.

I am therefore writing to invite you to attend a meeting on (date and time) to discuss the incident. Failure to attend a meeting may result in the school imposing conditions regarding the contact you have with the school.

Details of our policy on dealing with abusive parents can be found on our website.

Yours sincerely, Exec Headteacher

Appendix C –

Final written warning informing parents of imposed conditions (including a ban) (Step 3)

Dear,

I have received a report about your conduct at the school on (enter date, time or details).

(Add factual summary of the incident and its effect on staff, pupils and other parents).

You will recollect that I have already written/spoken to you about a previous incident on (date) warning you of the consequences of any further insulting or aggressive behaviour on your part.

I must inform you that the governing body will not tolerate conduct of this nature on the school premises and will act to defend school staff, children and families.

I am therefore writing to inform you that I am imposing conditions on the contact you may have with the school. These are as follows: (delete as appropriate)

- You must be accompanied to any meeting with a member of school staff
- You may not approach any member of staff unless you are accompanied by the Headteacher or member of the senior leadership team.
- You may not contact by telephone or in writing any member of staff. You may contact the Headteacher only.
- You may not attend any events for parents except those where you will be accompanied by the Headteacher or a member of the senior leadership of the school
- Other as are reasonable and proportionate

OR (Ban)

I am therefore writing to inform you that I am recommending imposing a ban on you attending or contacting the school. This means you may not attend school for any reason whatsoever. You must not contact any member of staff by telephone or e-mail. You do, however, have the right to attend one meeting per year to discuss your child's progress. This meeting will be with me and I will contact you to arrange this at the time of the next parents evening.

The restrictions are provisional until they have been reviewed by the Chair of Governors. Please consider them in force until you receive their confirmation.

The Chair of Governors will need to decide whether it is appropriate to confirm or overturn this decision. You may, if you wish, send a letter in writing any comments of your own within 10 working days of the date of this letter. They will then write to you the outcome of their decision.

Details of our policy on dealing with abusive parents can be found on our website.

Yours sincerely, Exec Headteacher

Appendix D –

Letter from Chair of Governors to confirm or overturn Exec Headteacher's decision (Step 4)

Dear,

The Exec Headteacher (name) wrote to you on (date) to detail concerns about an incident when your behaviour fell far short of what we expect as a school. You will be aware she has written to you previously about your behaviour.

I have not received a written response from you. I have received a letter from you dated (date), the contents of which I have considered carefully. (delete as appropriate)

In the circumstances, and after further consideration of the Exec Headteacher's report and your letter (delete as appropriate), I have determined that the decision to impose conditions/a ban (delete as appropriate) on you should be confirmed.

The decision will be reviewed on _____ (date) **OR**

In the circumstances, and after further consideration of the Exec Headteacher's report and your letter (delete as appropriate), I have determined that the decision to impose conditions/ban (delete as appropriate) should be overturned. However, should there be a repeat of inappropriate behaviour towards staff, all of the above sanctions will apply.

Yours sincerely, Chair of Governors

Appendix E

Foundations for Children Nursery Schools Federation

Abusive or threatening behaviour from parents, carers or visitors – incident report form

Name of setting:	
Name and position of member of staff reporting the incident:	
Date, time and location of incident:	
Name and details of person/child verbally abused or assaulted:	
Name and details of trespasser/assailant/verbal abuser:	
Name and address of any witness:	
Full details of incident: (e.g. names of persons involved; location; nature of any injuries; attendance of any emergency service)	
Outcome (see policy) step?	

Name and contact details of Police Officer involved/incident number:	
Sign & Date:	