

# ALDERCAR HIGH SCHOOL

Behaviour towards staff by Parents, carers  
and visitors policy: Expectations and  
procedures.

<b>Date approved:</b>	7 July 2025	<b>Review planned:</b>	July 2027
<b>Approval Level : Head Teacher</b>			

## **Expectations of parents, carers and visitors to the school**

At Aldercar High School we actively encourage close links with parents/carers and the community. We know that students benefit when the relationship between home and school is a positive one and we welcome visitors to our school and encourage parents to communicate with us by phone or via email. If a parent or carer wanted to meet with a member of staff face to face then pre-arranged appointments are necessary. The overriding 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. The governing body also has a requirement to protect staff and students from such aggression.

If a parent or carer has concerns we will always listen to them and seek to address them as quickly and positively as possible. We will always act to ensure the school remains a safe place for students, staff and all other members of our community and therefore abusive, threatening or aggressive behaviour will not be tolerated. If such behaviour occurs we will follow the procedures outlined in this policy.

This policy has been written taking into account the DfE Guidance 'Advice on school security: Access to, and barring individuals from school premises' December 2012 as well as ASCL guidance on dealing with abusive parents.

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:

- Any kind of threat
- Any kind of insult as an attempt to demean, embarrass or undermine
- Shouting, either in person or over the telephone
- Swearing, either in person or over the telephone
- Emails which are sarcastic, combative or aggressive in tone and language
- Persistent emails, phone calls and/or letters which amount to harassment and intimidation, despite the school's best efforts to address a situation
- Publishing unacceptable information about the school or members of its staff in a variety of media such as in social media websites and newspapers
- Any form of physical violence, such as pushing or hitting
- Physically intimidation, e.g. standing unnecessarily close to her/him
- The use of rude or aggressive hand gestures, including shaking or holding a fist towards another person.
- Electronically recording meetings and conversations without the prior knowledge and consent of the other persons involved.
- Making unreasonable demands on staff time by refusing to leave school site until the problem is resolved and/or a named person is seen including the headteacher.

## **Recording of Incidents**

Staff should record any incidents where inappropriate behaviour has occurred in the communication log of the pupil(s) concerned on the Arbor system. A copy of the summary should also be sent to the SLT line manager of that department who will carry out a risk assessment of the incident and choose the most appropriate course of action.

## **Procedure to be followed when behaviour is inappropriate**

If a parent, carer or visitor behaves in an unacceptable way towards a member of the school staff, a member of the schools senior leadership team will seek to resolve the situation through discussion and mediation. Such discussion will highlight how the behaviour of the parent/carers did not meet the

school's expectations and a request will be made that future communications with the school are modified in the light of this.

A letter will be sent to the parent/carer to confirm this request. The letter will require the individual not to repeat the behaviour and, if necessary, set conditions and restrictions for further contact with staff.

In response to any serious incident of aggression or violence, the concerns and actions taken will be put in writing immediately and the police informed. This may include banning an individual from the school premises.

### **Options for action if after mediation a risk to the well-being of staff is still present**

- Placing time limits on telephone conversations and personal contacts.
- Restricting the number of telephone calls that will be taken e.g. one call on one specified day of any week.
- Limiting the parent, carer or visitor to one contact medium e.g. telephone, letter, e-mail and/or requiring the complainant to communicate with one named member of staff.
- Limiting the parent, carer or visitor to contact with members of SLT only.
- Requiring personal contacts to take place in the presence of a witness.
- Refusing to register/process further complaints about the same matter.
- A ban of the parent, carer or visitor from the school site. (To be enforced only by the chair of governors)

All actions will have a six month review period.

### **A serious incident or repeated occurrences of inappropriate behaviour by parents, carers and visitors**

If a serious incident or repeated incidents of inappropriate behaviour occur, the Chair of Governors will write to the complainant including the following information.

- Inform him/her that the decision has been taken to invoke the procedure.
- Explain what it means for his/her contacts with the School.
- Explain how long any restrictions will last.
- Explain what the complainant can do to have the decision reviewed.
- Enclose a copy of the procedure with the letter.

### **Guidance to staff**

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

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/meetings**

#### **When the caller/visitor 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/meeting.

#### **When the caller/visitor 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, meet you at a different time when you are calm or if you prefer you can put your views in writing.

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

Mr/Mrs/Ms.... I advised you earlier during this call/meeting 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/meeting. Hang up/leave the room.

Please the record the occurrence using the communications log and inform line manager.

**Model Letter – In response to mediation by appropriate Senior Leadership Team member**

INSERT DATE

INSERT NAME OF RECIPIENT

We hope this letter finds you all well.

It is with sadness and disappointment that we need to write this letter to the you.

The work, dedication, professionalism, and care the staff at Aldercar High School put into their daily teaching of all of our pupils is second to none. This is evident in the positive feedback we get from parents and carers, and our latest OFSTED report which resulted in a 'Good' rating.

We are alarmed to have been advised by a member of staff at Aldercar High School that you have been behaving in a way which has caused unnecessary distress to the member of staff. This behaviour is unacceptable and must stop.

We advise adults in the form of parents, carers and visitors to our school to conduct themselves in a way that models good behaviour to our pupils. Bad and inappropriate language is unacceptable, as is raising voices, being impolite and disrespectful. In this particular instance it came to our attention that  
INSERT DETAILS OF INCIDENT HERE

As a result of this incident we have decided that further actions are required in this instance to protect the well-being of our staff. This action will be reviewed after a six-month period. We kindly request that  
INSERT ACTION HERE

There are procedures in place for anyone who has any issues or concerns to raise them appropriately with the Headteacher in a constructive way via our complaints procedure. The Governing Body are also available to listen and act on any concerns you may have. Your child is our absolute priority and giving them a safe environment in which they can thrive and receive the best education possible is our aim. We need your cooperation for your child to succeed. Staff are always available for small issues before and after school, however, should you need to speak more in depth, please make an appointment at a mutually agreed time, so any issues or concerns can be heard in private.

May I bring your attention to our Complaint's Procedure and our Behaviour towards staff by Parents, carers and visitors policy: Expectations and procedures.

: <https://www.aldercarhigh.co.uk/>

I sincerely hope that this recent conduct will now cease. However, the Governing Body will take further advice and action should this behaviour continue.

Yours faithfully, the Governing Body

