



Parent/Carer Acceptable Behaviour Policy

Reviewed October 2025

Rationale

We believe staff and children are entitled to a safe and protective environment in which to work. Behaviour that will cause harassment, alarm or distress to users of the premises is contrary to the aims of the school. This includes the use of social media and unwanted communications which cause alarm and distress through their nature or incessant use.

Aims

- That all members of the school community treat each other with respect and refrain from any behaviour which causes distress, alarm or harassment.

Expectation

- That adults set a good example to children at all times, showing them how to get along with all members of the school and the wider community.
- That no members of staff, parents or children are the victims of abusive behaviour, harassment or open to threats from other adults on the school premises or through communication via telephone, email or any form of social media.
- Physical attacks and threatening behaviour, abusive or insulting language verbal or written, to staff, governors, parents and carers, children and other users of the school premises will not be tolerated and will result in withdrawal of permission to be on school premises or to make further contact directly with school.

The school supports the Head of Ofsted in her request to diminish the ‘Instant response culture’ between home and school.

To this end;

- The use of incessant email or telephone communication will not be tolerated and will be deemed as harassment and reported to the Chair of Governors
- No form of communication should be expected out of working hours.
- Teachers first priority during their contact hours is to supporting the students and cannot be expected to respond to parent/carers non-urgent communications during this time
- The school adopts a policy of acknowledging non-urgent communications within a 48-hour period wherever possible

- Any parent who is asked to leave the school premises or whose direct contact via email or telephone with the school has been denied, will have the right to appeal the decision by writing to the Chair of Governors.

Please note that any incidents of abuse or harassment of this nature will be logged with the Chair of Governors and further action may be taken.

Responsibilities

It is the responsibility of the Head teacher and Governors to monitor and review this policy.

Guidelines

Types of behaviour that are considered serious and unacceptable and will not be tolerated towards any member of the school community:

This is not an exhaustive list but seeks to provide illustrations of such behaviour:

- Shouting, either in person or over the telephone
- Inappropriate posting on Social Networking sites about the school or its users
- Speaking in an aggressive/threatening tone or use of swearing
- Physically intimidating, e.g. standing very close
- The use of aggressive hand gestures/exaggerated movements
- Physical threats
- Physical assaults of any nature, including pushing
- Racist or sexist comments
- Incessant communication with unrealistic expectations
- Expectation for an instant response out of working hours

Unacceptable behaviour may result in the Police being informed.

The school reserves the right to take any necessary actions to ensure that members of the school community are not subjected to abuse or harassment.

School premises are private property and parents have been granted permission from the school to be on school premises. However, in case of abuse or threats to staff, pupils or other parents, school may ban parents from entering school premises.

It is also an offence under the Education Act 2011 for any person (including a parent) to cause a nuisance or disturbance on school premises. The police may be called to assist in removing the person concerned.

School is not responsible for organising arrangements for children in the above circumstances. Parents will need to provide alternative arrangements for bringing children into school or when making direct contact via telephone or email.

Parents have the right of appeal by writing to the Chair of Governors within ten days of permission to enter the school premises or making direct contact being withdrawn.