



Policy for Dealing with Unacceptable Behaviour Within the School Community

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Scope of the Policy

This policy applies to parents/carers and any other members of the public who visit the school site or attend school activities. The conduct of staff and behaviour of pupils are covered under separate policies.

Introduction

The Eko Trust carries out all of its work in line with the trust values of 'Vitality, optimism, Integrity, Courage and Equity'. As part of this, the Trust:

- Promotes the Equality Duty as per the Equality Act 2010 with regard to the protected characteristics of race, disability, sex, age, religion or belief, sexual orientation, pregnancy and maternity, gender reassignment and marriage and civil partnership.
- Does all it can to ensure that the wellbeing of staff is paramount and that staff are looked after.
- Will maintain proper standards of professionalism, integrity, conduct and concern for the public interest and the safeguarding and wellbeing of children.
- Applies policies consistently and fairly.
- Operates safe working conditions.

Trust schools should offer a safe, calm and welcoming environment for staff, children, families and members of the wider community. We expect all parents, carers and visitors to act in a reasonable way, ensuring that the school is a safe, orderly environment in which children can learn and staff can work. This policy sets out a framework for dealing with those rare occasions where parents, carers or other members of the public may express a negative or inappropriate attitude which is aggressive, verbally or physically abusive, or intimidating.

The Trust does not tolerate bullying or harassment of any kind (including sexist, racist, homophobic or transphobic bullying). Where the behaviour of parents, carers or other members of the public falls below the acceptable standards, the Trust will act in accordance with this guidance.

Unacceptable standards of behaviour

Types of behaviour which are unacceptable and will not be tolerated include:

- Conduct which undermines the safe and calm environment in a school, either in a school office, classroom, around the school site, on or immediately outside of the school grounds or on a school trip.
- Using loud or offensive language, such as swearing, or displaying an unacceptable amount of anger and aggression.

- Verbal abuse of, threatening physical violence or physical aggression towards another member of the school community. This includes physical punishment of your own child or approaching someone else's child in order to chastise them.
- Damaging school property.
- Telephone calls, emails, letters or other forms of written communication that include any inappropriate language or verbal abuse
- Covert recording of meetings or conversations which has not been agreed by all participants
- Defamatory or derogatory comments about school staff or governors on social media sites or open forums.
- Conduct or communication with members of staff that is offensive, humiliating, intimidating, hostile, or degrading.
- Any other conduct that may amount to a criminal offence or bring the school into disrepute.

This list is not intended to be exhaustive.

What happens in the event of unacceptable behaviour?

Where a parent, carer or visitor displays unacceptable behaviour as detailed above, the School or Trust will take proportionate action. This may include considering banning the offending person from entering the school premises, contacting the appropriate authorities or taking legal advice and action.

In the event that the behaviour may present a safeguarding risk, the school's safeguarding policy will be followed.

Reporting other concerns

Concerns about the behaviour of children will be dealt with using the school's behaviour policy.

Concerns about staff conduct should be raised using the school complaints policy.

The school will not usually intervene in parental concerns about the conduct of other parents that take place outside of the school, however if a parent does have a safeguarding or other significant concern that would affect the wellbeing of a child, they should speak to a member of the school leadership team.

Issues of conduct with the use of Social Media

It is accepted that many members of the school community take part in online activities and social media. In many instances activity related to the

school is positive and helps build the school community. Members of the community are asked to use common sense when discussing school life online.

Social media, whether public or private, should not be used to fuel campaigns or voice complaints against the school, school staff, parents or children. If parents, carers or visitors have any concerns in relation to the school, Trust or staff, the appropriate mechanism is the complaints policy, which can be found on the school or Trust website.

Use of social media is covered in the Trust's Acceptable Use of Technology Policy, Online Safety Policy and Safeguarding Policy.

Permission to enter the school premises

Parents and carers have 'implied permission' to enter and be on the school premises for reasons relating to their child / children's education. This means that parents and carers are welcome to come to the school to drop off and collect their children, to speak to teachers and other members of staff about their children, or for meetings, parent consultations, celebration of learning events, assemblies and social events.

Parents do not have a legal right to enter or be on school premises without a good reason.

Other visitors also have 'implied permission' to be on the school premises if they have a reason. For example a delivery person or a member of the public enquiring about something in the school office. Members of the public without a good reason for entering or being on the school premises are trespassing.

Procedure for withdrawing implied permission to be on the school premises

The school has the right to withdraw the 'implied permission' for a parent, carer or visitor to enter or be on the premises if the school or Trust concludes that their behaviour is or has been unacceptable.

This procedure will be carried out by the Headteacher or, in their absence, the Deputy Headteacher. This may include an investigation. The Headteacher should seek advice from a member of the Trust Executive Team.

1. For lower level behaviours the individual will be spoken to privately to let them know that their behaviour is unacceptable. They will be referred to this policy, and reminded that any further instances will require further action. A note should be taken of any conversation of this nature.

2. If a private conversation has already taken place and has not achieved the desired effect, or the behaviour is at a level where that step is not appropriate, then a warning letter will be sent from the Headteacher or Deputy Headteacher. This will explain that if the unacceptable behaviour is repeated the 'implied permission' will be withdrawn.
3. If, following a warning letter, the behaviour recurs or is sufficiently serious to warrant immediate withdrawal of permission to access the premises, a letter will be sent from the Headteacher or Deputy Headteacher withdrawing 'implied permission' if possible, they will be verbally informed that they are prohibited from entering or being on the school's premises immediately or soon after the incident.

The following process will then be followed:

- 3.1. The prohibition will initially last for ten school days from the date of the letter. The parent or visitor will be invited to provide written comments within five school days of the date of the letter.
- 3.2. Within ten school days of the date of the letter notifying the parent or carer of the withdrawal of the 'implied permission' to enter and be on the school premises, The Chair of Trustees will review the decision made. They will consider any written comments from the parent and the decision made by the headteacher.

At this stage, the Chair of Trustees will decide if the letter will be revoked and send a letter explaining this or if the withdrawal or permission to enter the school premises is to continue until the next review which will be for a period of a minimum of 15 to a maximum of 30 days. The parent or carer is invited to provide further written comments which will be looked at before the next review.

- 3.3. If a further review date has been provided, the Chair of Trustees will write to the parent or carer with their updated decision, based on any further written comments or concerns at that time. A parent or carer may be given another review date and given the reasons for the decision or they may have their 'implied permission' permanently withdrawn.

If a parent or carer enters the school premises when they have had their 'implied permission' temporarily or permanently withdrawn, the police will be called. If the parent or visitor causes a nuisance or disturbance while they

are on the school's premises, they may also be prosecuted in the criminal courts under Section 547 of the Education Act 1996, be liable to pay a fine of up to £500.00 and have a criminal conviction recorded against them.

If members of the public or visitors who are not parents or carers need to have their 'implied permission' revoked, the Headteacher will contact the individual or the company that they work for by letter, stating the reasons for the decision to ban them from the site.

Conduct amounting to a criminal offence

Where the school believes that a parent or visitor's conduct would amount to a criminal offence, the school will report the incident to the police for immediate investigation and prosecution. The school will cooperate fully with the police, including encouraging teachers and other members of staff to provide witness statements and to attend court to give evidence at a trial.

Where a parent or visitor's conduct amounts to a criminal offence, the school will, in all but exceptional cases, immediately withdraw their "implied permission" to enter and be on the school's premises.

The Public Order Act 1986 defines "disorderly conduct" as: verbal abuse, threatening abusive or insulting words or behaviour or any disorderly behaviour whereby a person is causing alarm, harassment or distress. "Threatening behaviour" is when a person fears that violence, or threat of violence, is likely to be provoked.

Other Criminal Offences

In addition to the criminal offence under Section 547 of the Education Act 1996 outlined above, unacceptable behaviour by a parent or visitor can also amount to several other forms of criminal offence. Some of these criminal offences are listed below:

- **Common Assault:** This is committed when a member of the school community has been assaulted and no injury or very minor injuries have been caused. The offence is more serious if it is racially aggravated by the words or behaviour used just before or during the assault.
- **Assault occasioning Actual Bodily Harm:** This is committed when a member of the school community has been assaulted and slightly more serious injuries have been caused falling short of fractures or deep wounds. The offence is more serious if it is racially aggravated by the words or behaviour used just before or during the assault.

- **Grievous Bodily Harm:** This is committed when a member of the school community has been assaulted and serious injuries have been caused such as fractures or deep wounds. The offence is more serious if it is racially aggravated by the words or behaviour used just before or during the assault, and there are two forms of the offence; intention to cause the injury (the more serious of the two) and being reckless as to causing the injury.
- **Public Order Offences:** This group of offences are committed when a parent or visitor has used threatening, abusive or insulting words or behaviour likely to cause harassment, alarm or distress; or likely to cause fear of violence; or with intent to cause fear of violence; or using or threatening unlawful violence likely to make those witnessing the incident fear for their safety.
- **Criminal Damage:** This is committed when a parent or visitor has destroyed or damaged property belonging to the school or a member of the school community, intending to do so or being reckless as to doing so. The offence is more serious where the damage was caused by fire, or there was an intention or recklessness as to endangering life.
- **Possession of an Offensive Weapon or Bladed Article on School Premises:** This is committed when a parent or visitor enters the school's premises with a knife or an offensive weapon. It does not matter if the parent or visitor intended to use the knife or weapon.
- **Harassment:** This is committed when a member of the school community is subjected to a course of unwanted conduct that causes them distress or alarm. This could include, for example, spoken or written words, offensive emails and online comments, acts of trolling or cyber-bullying, images, graffiti, physical gestures or facial expressions. This is not an exhaustive list but seeks to provide illustrations of such behaviour.
- **Malicious Communications Act 1988 Offence:** This is committed communications (including messages sent online through social media websites or letters) are sent that convey a threat, a grossly offensive or indecent message, or false information, and the intention of the sender is to cause distress or anxiety to the reader or recipient.

Links to other policies

The following policies also refer:

- Bullying and harassment
- Equality and Diversity
- Safeguarding
- Online safety
- Acceptable use of technology
- Complaints
- Whistleblowing
- School (pupil) behaviour policy
- [Dfe Controlling Access to School Premises](#)