



Unacceptable conduct policy

Orston Primary School is proud that its schools is a place where children, their parents/carers and our staff are entitled to feel safe and free from harm or abuse. Relationships between staff and parents/carers should demonstrate mutual respect and reflect the shared responsibility for pupils' wellbeing.

In most cases, pupils, parents, carers and visitors to our school demonstrate positive behaviour. However, on rare occasions, individuals behave in a way which is unacceptable and causes physical harm and/or causes stress or anxiety for school staff. This can include aggressive behaviour, verbal or physical abuse, or harassment, towards members of staff or members of the wider school community.

It also includes an unacceptable level of communication by email or other written methods, such as frequency of requests or volume of communications. Social media campaigns and comments can also be taken into account, defamatory comments will be recorded and can be used as evidence if necessary.

Personal conduct that may be considered unacceptable behaviour can include:

- shouting at members of the school staff, either in person or over the telephone
- making false and damaging allegations – in person or online
- unreasonably taking up and wasting staff time
- social media image and video manipulation of staff or pupils
- physically intimidating a member of staff, e.g. standing very close to them/invading their personal space to intimidate, pointing in their face, hitting doors/furniture etc
- the use of aggressive hand gestures
- threatening behaviour
- swearing/name calling
- pushing and physical contact
- spitting
- breaching the school's security procedures, such as entering the site without permission.

This is not an exhaustive list.

Personal conduct that may be considered vexatious and unreasonable may include:

- Making groundless complaints
- Making an excessive number of contacts over a short period of time

- Insisting on immediate responses
- Using abusive or offensive language
- Personal attacks on staff – including use of social media
- Using threats of legal action/threats of reporting to Ofsted/external agencies in order to control or intimidate staff
- Reopening issues that have already been responded to/dealt with
- Exhibiting unacceptable behaviours detailed in the list above

This is not an exhaustive list - and the impact on others will be considered.

Unacceptable conduct towards school staff or other members of the school community will not be tolerated.

If such behaviour originates from a pupil on roll in the school, this will be read alongside the school Behaviour Policy and any such actions will be reviewed in line with the sanctions within that and the Suspension and Exclusion Policy.

If the behavior originates from any individual who is not a member of staff or pupil at the school, then the school will consider what actions may be necessary to protect and support staff. This may include liaison with/reporting to the Police if felt necessary.

We follow our School Parent Code of Conduct.

If a parent/carer behaves in an aggressive, harassing or otherwise abusive manner towards a member of the school community, the Principal/Headteacher (hereafter, Principal) or a member of the Senior Leadership Team will initially seek to resolve the situation through discussion and mediation. If the parent/carer wishes to do so, and if the complaint is within scope of the complaints procedures, the school's complaints procedure may also be implemented. However if a complaint is deemed unreasonable or vexatious, this process may be limited.

Actions that are considered to be vexatious and unreasonable may result in:

- an individual's contact being limited by the school
- usual policies may be suspended to prevent a continuation of harassment or unacceptable conduct
- limitations may be placed on access to school systems
- invitations to attend school events may not be offered
- use of remote and online meeting platforms may be required
- the school may specifically determine how interaction will be managed going forwards

Where all procedures in the School Parent Code of Conduct have been exhausted, and aggression or intimidation continues, or where there is an act of violence or aggression, a parent or carer may be banned by the Headteacher from the school premises for a period of time, subject to review.

In imposing a ban, the following steps will be taken:

1. the parent/carer will be informed, in writing, that she/he is banned from the premises, subject to review, and what will happen if the ban is breached, e.g., that police involvement or an injunction application may follow
2. where an assault or behaviour incident has led to a ban, a statement indicating whether the matter has been reported to the local authority and the police will be included
3. the chair of the Governing body will be informed of the ban
4. where appropriate, arrangements for pupils being delivered to, and collected from the school gate will be clarified

Should a parent/carer attend school grounds while a ban is in place, the school may call the police to remove the person under s547 of the Education Act 1996.

It will be open to the staff member or the school to consider other options that may be available. This can include contacting the police to report potential criminal activity. There will also be consideration of civil proceedings and action to address concerns of harassment or stalking.

The School reserves the right to review decisions made within the scope of this Policy by a sub committee of suitable governors and/or trustees.

This policy will be reviewed every 12 months but may be revised as necessary.

