

# *St. Thomas of Canterbury Catholic Primary School*



## *Managing Abusive Parents Policy*

<b>Date Agreed:</b>	December 2023	<b>Review Date:</b>	As required
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<b>Headteacher:</b>	Mrs E Poulteney	<b>Chair of Local Governing Body:</b>	Ms H Taylor
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## SCHOOL MISSION STATEMENT



At St Thomas' we are learning to follow Jesus, showing respect and consideration for ourselves and others. We all have the opportunity to learn and work to the best of our ability in a safe and loving environment.

### **Statement of Intent**

St Thomas Primary School encourages close links with parents/carers and the community. We believe that pupils benefit when the relationship between home and school is a positive one. This view is one that is shared by other stakeholders within our community.

The vast majority of visitors are keen to work with us and are supportive of the school. However, on the rare occasions when a negative attitude towards the school is expressed, this can result in aggression, threatening behaviour, verbal and or physical abuse towards a member of the school community.

Our school expects and requires staff to behave professionally in these difficult situations, and to attempt to diffuse the situation where possible, seeking the involvement as appropriate of other colleagues. However, all members of the school community have the right to work without fear of violence and abuse, and the right in an extreme case, of appropriate self-defence.

We expect visitors to behave in a reasonable way towards other members of the school community. This policy highlights positive behaviour that would be expected from visitors to the school and also outlines the steps that will be taken where visitors behaviour is unacceptable.

### **Positive conduct that is expected whilst visiting the school site:**

- We expect visitors to show respect and concern for others by:
- supporting the respectful ethos of our school by setting a good example in their own speech and behaviour towards all members of the school community;
- working together with staff for the benefit of the pupils this includes approaching the school to resolve any issues of concern and to discuss and clarify specific events in order to bring about a positive solution;
- if you are a parent/carer, correcting your own child's behaviour, especially in public where it could otherwise lead to conflict, aggressive or unsafe behaviour;
- respecting the school environment, including keeping the school tidy by not littering. • following the parking rules and doing the right thing when delivering and collecting children from school.

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

- shouting, either in person or over the telephone
- speaking in an aggressive/threatening tone
- physically intimidating, e.g. standing excessively close to someone (invading personal space) • use of aggressive hand gestures/exaggerated movements
- physical threats
- shaking or holding a fist towards a person
- swearing
- pushing
- hitting, e.g. slapping, punching or kicking
- spitting
- discriminatory comments
- breaking the school's security procedures
- unacceptable behaviour may result in the Police being informed of the incident
- abusive or threatening e-mails or text/voicemail/phone messages or other written communication
- defamatory, offensive or derogatory comments regarding the school or any of the pupils/parent/carer/staff, at the school on Facebook or other social sites (see appendix 1). *This is not an exhaustive list but seeks to provide illustrations of such behaviour.*

**Procedures**

When a visitor behaves in an unacceptable way during a telephone conversation, staff at the school have the right to terminate the call. The incident will be reported by staff to the Senior Leadership Team. The school reserves the right to take any necessary actions to ensure that members of the school community are not subjected to verbal abuse. The school may warn the aggressor ban them from the School or contact the Police.

The school will not respond to any communication in which abusive, aggressive, derogatory, offensive, derisory or intimidating language has been used.

When a visitor behaves in an unacceptable way in person towards a member of the school staff a member of the Senior Leadership Team will seek to resolve the situation through discussion and mediation.

Where all procedures have been exhausted, and aggression or intimidation continues, or where there is an extreme act of violence, the discussion will be terminated and the visitor will be asked to leave the school immediately. The police will be called if necessary. A visitor may also be banned from the school premises for a period of time, which will be determined by the school, subject to review as defined in section 547 of the Education Act (1996) .

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

1. The school may in the first instance warn the parent/carer that they are minded to ban them and seek reassurance about future behaviour. If reassurance is not forthcoming, then the school will proceed as in step 2 below including details of how long the ban will last. Depending on the severity of the offence, the school may impose an immediate ban as in step 2 below.
2. 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.
3. Where an assault has led to a ban, a statement indicating that the matter has been reported to appropriate bodies including the police will be included.
4. Where appropriate, arrangements for pupils being delivered to, and collected from the school gate will be clarified.

## **Conclusion**

If a visitor is intimidating, threatening or aggressive towards a member of the school community, any interaction will be terminated immediately and the person will be instructed to leave the premises. Further action may be taken by the school. St Thomas Catholic Primary School will take action where behaviour is unacceptable or serious and breaches our related policies.

## **Social Media**

Social media websites are being used increasingly to fuel campaigns and complaints against schools, Headteachers, school staff, and in some cases other parents/carers/pupils. The school considers the use of social media websites being used in this way as unacceptable and not in the best interests of the children or whole school community. Any concerns you may have must be made through the appropriate channels by speaking to the Class Teacher, the Deputy Headteacher, the Headteacher or the Chair of Local Governing Committee, so they can be dealt with fairly, appropriately, and effectively for all concerned.

In the event that any pupil or parent/carer of a child/ren being educated at the school is found to be posting libellous or defamatory comments on Facebook or other social network sites, they will be reported to the appropriate 'report abuse' section of the network site. All social network sites have clear rules about the content which can be posted on the site and they provide robust mechanisms to report content or activity which breaches this. The school will also expect that any parent/carer or pupil removes such content immediately.

In serious cases the school will also consider its legal options to deal with any such misuse of social networking and other sites.