



St Matthew Academy

Parent and Carer Conduct

Policy

Our motto is 'Let your light shine'. It is taken from St Matthew's Gospel and captures our belief in the uniqueness of each individual. Our aim is to ensure that the talents and strengths of each pupil are encouraged, developed and celebrated

Successful, confident learners

High expectations, outstanding achievements

Inclusive, caring, Catholic community

Nurturing talent, cultivating ambition

Excellence for all

Date of Approval	Autumn 2019
Review Date	Autumn 2022

PARENT and CARER CONDUCT POLICY

1. Aim

At St Matthew Academy our aim is to have positive relationships with our parents and we value the positive contribution that parents and carers make in their children's education. We recognise that parents and carers are the single biggest influence on their children and their achievements. Therefore, we are committed to building positive and responsive relationships with parents and carers, based on shared responsibility for our children, to ensure that they have the best possible experience at school. We provide many opportunities for parents to engage with Academy life including parent's evenings, invitations to assemblies and participation in special celebrations and events. We all recognise that the success of the Academy and therefore our children's education is dependent on a strong partnership between all members of the school community: pupils, parents, staff and governors. This partnership must be based on a polite, positive and respectful relationship. We are very fortunate to have a parent body which is supportive and friendly.

We want all parents and carers to be confident that there are arrangements in school to keep their children safe. As part of our safeguarding procedures the Academy has put in place this parental behaviour policy to ensure that behaviour from parents does not cause the children and staff in school to feel distressed, threatened or unsafe.

2. Rationale

We believe staff, parents and children are entitled to a safe and protective environment. Behaviour that may cause harassment, alarm or distress to users (staff, pupils, visitors and parents/carers) of the premises is contrary to the aims of the Academy. We ask that all members of the community follow these principles:

- We all respect the inclusive, caring, Catholic ethos of our academy
- Both staff and parents work together for the benefit of the pupils
- All members of the school community should be treated with respect and, therefore, we must all set a good example in our own speech and behaviour.

3. Expectations

Adults set a good example to children at all times, showing them how to get along with all members of the Academy and wider community

No members of staff, parents or children are the victims of abusive behaviour or open to threats from other adults on the Academy premises.

Physical attacks and threatening behaviour, abusive or insulting language (verbal or written including on social media), to staff, governors, parents and carers, children and other users of the Academy premises will not be tolerated and may result in the withdrawal of permission to be on Academy premises.

Any parent who is asked to leave the Academy premises or has permission withdrawn will have the right to appeal the decision by writing to the Headteacher.

Please note that all incidents of unacceptable behaviour will be logged at the Academy.

4. Guidelines

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

- Shouting, either in person or over the telephone
- Inappropriate posting on Social Networking sites which could bring the Academy into disrepute or be deemed as bullying
- Speaking in an aggressive/threatening tone
- Physically intimidating, e.g. standing very close
- The use of aggressive hand gestures/exaggerated movements
- Physical threats
- Shaking or holding a fist towards another person
- Swearing
- Pushing
- Hitting e.g. slapping, punching or kicking
- Spitting
- Racist, sexist or any other discriminatory comments including sexual innuendo
- Being under the influence of drugs or alcohol whilst on our premises.
- Smoking whilst on our premises.

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

If a parent or carer behaves in an unacceptable way towards a member of the Academy community, the Headteacher or appropriate senior staff will seek to resolve the situation through discussion and mediation. Where all procedures have been exhausted, and aggression or intimidation continue, or where there is an extreme act of violence, a parent or carer may be banned by the Headteacher or the Governing Body, from the Academy premises for a period of time or indefinitely, subject to review as defined in section 547 of the Education Act (1966). Please see Appendix 1 for details of steps followed by staff.

5. Persons Causing Nuisance/Disturbance on Academy Premises

Academy premises are private property and parents and carers are granted permission to be on the premises. This permission can be withdrawn and a parent or carer banned from the Academy premises where there is evidence of abuse or threats to staff, pupils or other parents. Please see appendix 1 for full details of procedures to be followed when a ban is being considered. Parents have the right to appeal by writing to the Chair of Governors, within 10 days of their permission to enter the school premises being withdrawn.

The Academy is not responsible for organising arrangements for children to be brought into the academy in the above circumstances. Parents will need to provide alternative arrangements for bringing children into the academy.

6. Abusive Phone Calls

Calls will be terminated if a parent or carer shouts or is abusive over the telephone. The Headteacher may consider communicating via email only, if deemed necessary.

7. Inappropriate use of Social Networking Sites

Social media websites are being used increasingly to fuel campaigns and complaints against schools and academies, Headteachers, staff, and in some cases, other parents/pupils.

St Matthew Academy considers the use of social media websites being used in this way as unacceptable and not in the best interest of the children or the whole academy community.

Any concerns parents/carers may have must be made through the appropriate channels by speaking to the teachers, a member of the senior leader team, the Headteacher and lastly the Chair of Governors, so that they can be dealt with fairly, appropriately and effectively for all concerned.

8. Academy Staff

Our staff will be polite and courteous towards you at all times. If you feel a member of staff has behaved in an unacceptable way please terminate your discussion and report the matter in writing to the Headteacher who will then contact you to investigate and attempt to resolve your complaint.

9. Responsibilities

It is the responsibility of the Headteacher and Governors to regularly monitor and review this Parent and Carer Conduct Policy.

Appendix 1

When a parent, carer becomes aggressive or threatening the following steps should be followed and assistance from the Leadership Team sought

Step One:

On the first instance of an individual's behaviour being unacceptable then staff should withdraw from the area allowing the visitor time to regain their composure.

On the occasion that:

- The visitor **regains acceptable behaviour** then the meeting can continue to take place.
- The visitor **does not regain acceptable behaviour** then the meeting cannot continue to take place
- The visitor is asked to leave the premises
- Staff must report all incidents to the Headteacher via her PA who will log the incident.
- The visitor **refuses to leave** the premises then the police should be contacted and Step Two followed.

Step Two:

- The individual should be **contacted formally by letter** to confirm that their behaviour was unacceptable and be provided with a copy of the Parent and Carer Conduct Policy and offered a meeting to discuss the incident.
- If the incident was of such severity that a meeting is considered an **unacceptable risk** then the individual should be asked to submit their case in writing.
- The individual must be advised that **failure to attend the meeting**, will mean a decision is made in their absence.
- If there is a case where **literacy support** is needed then a translation service, information by telephone or the inclusion of an advocate can be brought into the arrangements.

Step Three:

- If, at the meeting, the individual takes responsibility for their previous behaviour and gives assurances that there will be no repeat **then** no further action should be taken.
- If, at the meeting, the individual presents **unacceptable behaviour** then the individual should be asked to leave the premises and would be informed in writing that further unacceptable behaviour would lead to a ban.

Date

Address

Dear *Name*

It has been brought to my attention that you < insert summary of event >

I expect my staff to be able to carry out their duties without fear of <details as appropriate> and for this reason I would like to refer you to our Parent and Carer Conduct Policy section 6 (copy enclosed).

I would like to take this opportunity to remind you about expectations the Academy has regarding positive relationships. We all recognise that the success of the Academy and therefore our children's education is dependent on a strong partnership between all members of the school community: pupils, parents, staff and governors. This partnership must be based on a polite, positive and respectful relationship.

Therefore if there are any further reports of such behaviour you may be asked to only contact staff by email.

If you disagree with the contents of this letter or wish to discuss the matter further please contact the Academy via email to arrange an appointment to see a member of the Leadership Team or myself.

Yours sincerely

Date

Address

Dear *Name*

Further to... << *details of event or warning letter*>> there has been another breach/or serious breach of our Parent and Carer Conduct Policy therefore after careful consideration for the safeguarding of the Academy community and consultation with the Chair of Governors we have made the decision to ban you from Academy premises.

The ban will be reviewed <<*time/date or this is a permanent ban*>>.

If you do not comply with the ban you will be removed from the grounds and may face prosecution under section 547 of the Education Act 1966.

If you disagree with the ban or wish to make a complaint you can do so using the Academy Complaint Policy which can be found on the Academy website.

Yours sincerely