



# Policy on Managing Unacceptable Behaviour from Visitors to Upland

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### Statement of principles

Dear Parents and carers,

The Governing Body of Upland Primary School encourages close links with all parents and the wider community. It believes that pupils benefit when the relationship between home, the community and school is a positive one. Staff will seek to solve any problems that arise in an appropriate and timely manner wherever possible.

The vast majority of parents, carers and others visiting our school are keen to work with the staff and Governors and are supportive of the school. However, on a few occasions with a small number of visitors a more negative attitude towards the school is expressed, which has on occasions resulted in aggressive and abusive words and actions towards members of school staff and Governors.

The Governing Body expects staff to behave professionally in these difficult situations, seeking the involvement as appropriate of other colleagues. All members of staff have the right to work without fear of violence and abuse, and the right, in extreme cases, of protection and proportional self-defence.

The Governing Body expects parents and other visitors to behave in a reasonable way towards members of our school staff at all times, whether communicating in person, or via the telephone, by email or online via the various public social media.

Examples of behaviour that are considered serious and unacceptable and will **NOT** be tolerated:

- shouting at members of the school staff or other visitors to school, either in person or over the telephone;
- swearing;
- threatening behaviour, either verbal, physical, or online;
- physically intimidating a member of staff, (eg: pushing or standing very close to her/him);
- the use of aggressive hand gestures and shaking or holding a fist towards another person;
- hitting, (eg slapping, punching and kicking);
- spitting;
- Breaching the school's security procedures in any way.
- bullying and cyber-bullying

Bullying is aggressive behaviour that is intentional and can be physical or verbal. More recently, though, technology and social media have created a new venue for bullying that has expanded its reach. Cyberbullying happens online and via mobile phones. Websites like Facebook, Myspace and Twitter allow individuals to send hurtful, ongoing messages to others without seeing the distress it will cause. Any online activity targeting children or staff attending Upland primary will **NOT** be tolerated by the governing body. We shall adopt a zero-tolerance policy and any reported incidences will be dealt with swiftly. This will include potential criminal/civil proceedings against persons suspected of such activities.

## **There is no excuse for cyber-bullying!**

Procedure to be followed

If a parent/carer or other visitor behaves in an unacceptable way towards a member of the school community, the head teacher or appropriate senior staff will seek to resolve the situation through discussion and mediation. If necessary, the school's complaints procedures should be followed. Where all procedures have been exhausted, and aggression or intimidation continues, or where there is an extreme act of violence, a parent/carer or other visitor may be banned by the head teacher from the school premises for a period of time, subject to review, and police may be called to ensure the safety of staff and pupils.

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, (eg that police involvement or legal action may follow).
2. Where an assault has led to a ban, a statement indicating that the matter has been reported to Bexley Council and the police will be included.
3. The Chair of Upland Governing Body/Bexley Council will be informed of the ban.
4. Where appropriate, subsequent arrangements for pupils being delivered to, and collected from the school gate will be clarified.

Conclusions:

By far the majority of visitors to the school are calm and respectful to each other and to staff, but it has become necessary to be very clear as to what is seen as unacceptable behaviour in order to protect staff and pupils where necessary.

Please think before posting any comments on social media what you may consider amusing may be deeply hurtful to another or even slanderous and subject to legal proceedings.

This is not an exhaustive list but seeks to provide illustrations of such behaviour, as well as possible steps to be taken.

Unacceptable behaviour may result in Bexley Council and the police being informed of the incident.

Bexley Council itself may take action where behaviour is unacceptable or there are serious breaches of our home-school code of conduct or health and safety legislation.

In implementing this policy, the school will, as appropriate, seek advice from Bexley Council's education, health and safety and legal departments, to ensure fairness and consistency.

This Policy will be displayed on the school website and will be reviewed annually.

Yours sincerely

The Governing Body of Upland Primary School