

Parent, Carer and Visitor Code of Conduct and Behaviour Policy



RIVERSIDE BRIDGE SCHOOL
'EXCELLENCE FOR ALL'



Partnership Learning

Ratified by Governors: November 2021

To be reviewed: November 2024



Riverside Bridge School

PARENT, CARER AND VISITOR CODE OF CONDUCT POLICY

Review Frequency: Every three years

Date of ratification: November 2021

Date next review due: November 2024

Scope of Plan: This plan applies to all staff, students, governors, parents, carers, visitors and volunteers at Riverside Bridge School

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1.0 STATEMENT OF PRINCIPLES

- 1.1 At Riverside Bridge, we value the positive relationships forged with parents and visitors to the school. We encourage close links with parents and the community and believe that students benefit when the relationship between home and school is a positive one. We also strive to make our school a place where as adults we model for students the behaviour we teach and expect. In general, we place a high importance on good manners, positive communication and mutual respect.
- 1.2 Almost all parents, carers and visitors to Riverside Bridge are keen to work with us and are supportive of the school. However, on very rare occasions the behaviour of a small number of parents falls short of what we expect. This sometimes manifests itself in rudeness, aggression or abuse towards members of the school community. This can be in written communication (including social media), on the telephone or in face-to-face incidents.
- 1.3 In these situations we expect members of staff to behave professionally, attempting to defuse the situation where possible and seeking the involvement as appropriate of other colleagues. Staff who face these situations have licence to end any conversation (face to face or on the telephone). They should then refer the incident to a senior manager who will take appropriate action or invoke the provisions of this policy.
- 1.4 The overriding principle is, however, that all members of the school community have the right to work or be in school without fear of aggression or abuse from parents, carers or visitors.
- 1.5 The progress and well-being of the parent's child(ren) will be fully considered. Actions taken against the parent will be reasonable and proportionate. The parent will have the opportunity to put their views forward at every stage. In the case of the imposition of conditions or a ban from school, robust review processes involving the Chair of Governors and then the board of trustees are in place to ensure fairness.
- 1.6 At Riverside Bridge we are committed to:
- Listening to parents carefully and respectfully, including allocating an appropriate length of time for pre-arranged meetings
 - Responding appropriately to concerns raised
 - Outlining any actions that may be required
 - Updating parents and carers on progress and outcomes of the concern
 - Listening and responding to updates from parents and carers
- 1.7 At Riverside Bridge we expect parents and carers to:
- Communicate their concern respectfully and accurately
 - Listen to and consider the responses from the school
 - Work in partnership with the school in order to reach a resolution, including supporting the Riverside Bridge School Behaviour Policy
 - Allow time for the school to respond to concerns (3 – 5 working days)
 - Acknowledge past support and intervention made by the school

2.0 DRIVING ON SITE AND PARKING CODE OF CONDUCT

- 2.1 To support the safeguarding of all our children on the school premises Parents, Carers and Visitors must treat staff on duty on the premises with courtesy and adhere to the following:
- Observe the speed limit of 5mph
 - Drive safely and be observant
 - Park in designated bays only
 - Only park in a disabled bay if you are a Blue Badge holder
 - Do not park or drop off children in the Bus Loop
 - Do not double park and block in other vehicles
 - Do not park on the pedestrian areas of the forecourt
 - Do not park in the staff car park

All members of staff have the right to ask drivers to move their cars at any time

3.0 DEFINITION OF UNACCEPTABLE BEHAVIOUR

- 3.1 We consider that aggressive, abusive or insulting behaviour or language from a parent presents a risk to staff or students. Unacceptable behaviour is such that makes a member of staff or student feel threatened. This can be through face-to-face contact, on the telephone or in written communication (including social media). The following is not an exhaustive list but seeks to provide illustrations of such behaviour:
- any kind of insult as an attempt to demean, embarrass or undermine
 - any kind of threat
 - raising of voice so as to be intimidating
 - physical intimidation, eg by standing very close to him/her or the use of aggressive hand gestures
 - use of foul or abusive language
 - any kind of physical abuse
 - allegations which turn out to be vexatious or malicious
- 3.2 Parents/Carers and Visitors are not permitted to discipline a child who is not their own. They must seek support from a member of staff. Parents/Carers who take matters into their own hands may be subject to safeguarding action being taken against them by school or by the parent(s) of the child involved.
- 3.3 Parents/Carers and Visitors should not make allegations against staff or the school or bring the school into disrepute on social media sites.
- 3.4 Parents/Carers and Visitors are not permitted to display disruptive behaviour or disorderly conduct which interferes or threatens to interfere with the running of a meeting, classroom, office or any other area of the school grounds
- 3.5 Parents/Carers and Visitors are not permitted to smoke, consume alcohol or bring illegal drugs onto school premises.

4.0 SCHOOL APPROACH TO INCIDENTS OF UNACCEPTABLE BEHAVIOUR

4.1 *STEP 1: VERBAL WARNING*

The headteacher (or member of SLT) will speak to the person or persons perpetrating such an incident, privately. It will be put to them that such behaviour is unacceptable and an assurance will be sought that such an incident will not be repeated. It will be stressed on this occasion that repetition of such an incident will result in further more serious action being taken. If the headteacher has been subject to abuse this will be done by the Chair of Governors (or another appointed governor). If any such incident occurs near to or within school holidays, weekends or out of reasonable hours, the Chair of Governors (or another appointed governor) will write to the person or persons highlighting the incident and any relevant particulars.

4.2 *STEP 2: WRITTEN WARNING*

If a second incident occurs involving the same person or persons, the headteacher will write to the adult(s) informing them once again that this conduct is unacceptable. As with Step 1, if the headteacher has been subject to abuse this will be done by the Chair or Governors or other appointed governor. NB: Any incidents of violent conduct would immediately proceed to step 4. At any stage, the school may report serious incidents of abusive and threatening behaviour to the Local Authority.

The school has a statutory responsibility to report any racist or discriminatory incidents to the Local Authority (See Equality Policy). Any act of actual or threatened violence will be referred to the police immediately. See STEP 2 example letter.

4.3 *STEP 3: EXCLUSION FROM SCHOOL PREMISES*

If such an incident recurs or if an initial incident is considered serious enough, the Chair of Governors (or other appointed governor) will enforce an exclusion from school premises.

4.4 *STEP 4: REMOVAL BY POLICE*

If, following a decision to exclude a person from the school premises, that person persists in entering school premises, they may be removed by the police as a trespasser under Section 547 of the Education Act 1996 and charged with an offence under the Public Order Act 1986.

All parents, even if excluded from school premises, are not excluded from the rights to access to school and have a right to seek an appointment to speak to school staff about their child's educational progress.

Model Letter 1 Warning (sent by Headteacher)

Date:

Dear

I have received a report about your conduct at the school on [DATE AND TIME OR DETAILS]. This appears to fall short of what we would expect of a parent of a student at Riverside Bridge School.

[ADD A FACTUAL SUMMARY OF THE INCIDENT AND OF ITS EFFECT ON STAFF, PUPILS AND OTHER PARENTS]

I must inform you that the Board of Governors will not tolerate aggression towards members of the school community and will act to protect its staff and students from any form of abuse or intimidation. I should warn you that any future conduct of this nature could result in the school imposing conditions restricting your access to the school or banning you from contacting or attending the school altogether.

I wish to give you an opportunity to give me in writing any comments or observations of your own in relation to the report which I have received about your conduct. Please do so within 10 working days of the date of this letter. These comments may include any assurances you are prepared to give about your future good conduct. There is then an option for us to meet to discuss the situation and how it can be avoided in the future.

Details of our policy on Parent/Carer and Visitor Code of Conduct can be found on our website.

Yours Sincerely

Headteacher

Model Letter 2 *Imposing conditions on the parent's attendance at school events, pending review (sent by Headteacher)*

Date:

Dear

I have received a report from {NAME OF STAFF} about your conduct on at
.....

[ADD SUMMARY OF INCIDENT AND ITS EFFECT ON STAFF AND PUPILS]

You will recollect that I have already written to you about a previous incident on [DATE] warning you of the consequence of any further [INSERT NATURE OF UNACCEPTABLE BEHAVIOUR] on your part.

I must inform you that the Board of Governors, in line with our policy, will not tolerate conduct of this nature on the school premises and will act to defend school staff and pupils.

I am therefore writing to inform you that I am imposing conditions on the contact you may have with school.

These are as follows: (delete as appropriate)

- You must be accompanied to any meeting with a member of school staff
- You may not contact by telephone or in writing any member of staff. You may contact either myself or Ms Amri.
- You may not attend any events for parents except those where you will be accompanied by a member of the senior leadership of the school.
- Others as are reasonable and proportionate

The restrictions above are provisional until they have been reviewed by the Chair of Governors. Please consider them to be in force until you receive confirmation.

The Chair of Governors, Peter McPartland, will need to decide whether it is appropriate to confirm or overturn this decision. You may, if you wish, send in writing any comments or observations of your own within 10 working days of the date of this letter. These comments may be to challenge or explain the facts of the incident, to express regret and give assurances about your future good conduct. Mr McPartland will then write to you with the outcome of his decision.

If on receipt of your comments, the Chair of Governors considers that my decision should be confirmed, you will be supplied with details of how the conditions will be reviewed by the Board of Governors.

Yours sincerely

Headteacher

cc: Chair of Governors

Model Letter 3 Letter to confirm or overturn Headteacher's decision to impose conditions (sent by chair of Trustees)

Date:

Dear

Mrs Cerri wrote to you on [DATE] to detail concerns about an incident when your behaviour towards [NAME] fell short of what we would expect as a school. You will be aware that she has written to you previously about your behaviour towards staff.

I have not received a written response from you/I have received a letter from you dated, the contents of which I have considered carefully.

In the circumstances, and after further consideration of the Headteacher's report and your letter, I have determined that the decision to impose conditions on your contact with school should be confirmed. The conditions are as follows:

- [COPY CONDITIONS OF HEADTEACHERS LETTER]

This decision will be reviewed by the Board of Trustees in approximately six months' time. The Clerk to the Governors will write to you in advance of the meeting to ask you to provide a written statement for their consideration. When deciding whether it will be necessary to extend the application of conditions to attend school premises, consideration will be given to the extent of your compliance with the decision, any appropriate expressions of regret and assurance of future good conduct received from you; and any evidence of your co-operation with the school in other respects.

OR

In the circumstances, and after further consideration of the Headteacher's report and your letter, I have determined that the decision to impose conditions on you should be overturned. You may hence attend school events as normal. However, should there be a repeat of inappropriate behaviour towards staff all of the above sanctions may be applied.

Yours sincerely

Chair of Governors
cc: Headteacher

Model Letter 4 Imposition of a ban on contacting or attending the school, pending review (sent by Headteacher)

Date:

Dear

I have received a report from [NAME OF STAFF] about your conduct on at
.....

[ADD SUMMARY OF INCIDENT AND ITS EFFECT ON STAFF AND PUPILS]

You will recollect that I have already written to you about a previous incident on [DATE] warning you of the consequence of any further insulting or aggressive behaviour on your part.

I must inform you that the Governors, in line with our policy, will not tolerate conduct of this nature on the school premises and will act to defend school staff and pupils.

I am therefore writing to inform you that I am recommending imposing a ban on you attending or contacting the school. This means you may not attend school for any reason whatsoever. You must not make contact with any member of staff by telephone or e-mail. You do, however, have the right to attend one meeting per year to discuss your child's progress. This meeting will be with me. I will contact you to arrange this at the time of the next parents evening.

The restrictions above are provisional until they have been reviewed by the Chair of Governors. Please consider them to be in force until you receive confirmation.

The Chair of Governors, Peter McPartland, will need to decide whether it is appropriate to confirm or overturn this decision. Please send, in writing, any comments or observations of your own within 10 working days of the date of this letter. These comments may be to challenge or explain the facts of the incident, to express regret and give assurances about your future good conduct.

If on receipt of your comments, the Chair of Governors considers that my decision should be confirmed, you will be supplied with details of how this ban will be reviewed by the Board of Governors.

Yours sincerely

Headteacher
cc: Chair of Governors

Model Letter 5 Letter to confirm or overturn Headteacher's decision to impose a ban (sent by chair of Trustees)

Date:

Dear

Mrs Cerri wrote to you on [DATE] to detail concerns about an incident when your behaviour towards [NAME] fell far short of what we would expect as a school. You will be aware that she has written to you previously about your behaviour towards staff.

I have not received a written response from you/I have received a letter from you dated, the contents of which I have considered carefully.

In the circumstances, and after further consideration of the Headteacher's report and your letter, I have determined that the decision to impose a ban on you should be confirmed. This means you may not attend school for any reason whatsoever. You must not make contact with any member of staff by telephone or e-mail. You do, however, have the right to attend one meeting per year to discuss your child's progress. This meeting will be with Mrs Cerri or a member of the senior team.

This decision will be reviewed in six months' time by the Board of Governors. The Clerk to the Governors will write to you in advance of the meeting of the Board of Governors to ask you to provide a written statement for their consideration. When deciding whether it will be necessary to extend the application of conditions to attend school premises, consideration will be given to the extent of your compliance with the decision, any appropriate expressions of regret and assurance of future good conduct received from you and any evidence of your co-operation with the school in other respects.

OR

In the circumstances, and after further consideration of the Headteacher's report and your letter, I have determined that the decision to impose a ban should be overturned. You may hence attend school events as normal. However, should there be a repeat of inappropriate behaviour towards staff all of the above sanctions may be applied.

Yours sincerely

Chair of Governors
cc: Headteacher