



Millhouse

Primary School and Nursery

Parent Behaviour Policy

To be reviewed: Summer 2027

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Millhouse Primary School and Nursery

Parental Behaviour Policy

At Millhouse Primary School and Nursery we are very fortunate to have a parent community which is supportive and friendly. We recognise that the success of the school 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. For this reason, we continue to welcome and encourage parents/carers to participate fully in the life of our school.

Any reference in this policy to a “parent”, includes any parent, guardian, carer or other individual with “parental responsibility” (as defined in the Children Act 1989) for a pupil of Millhouse Primary School and Nursery.

We believe that everyone has a right to be heard, understood and respected. We work hard to be open and accessible to everyone. Occasionally, the behaviour or actions of individuals makes it very difficult for us to deal with their issue or complaint. In a small number of cases the actions of individuals become unacceptable because they involve abuse of our staff or our processes. When this happens, we will take action to protect our staff, and must also consider the impact of the individuals’ behaviour on our ability to do our work and provide a service to others. This Policy explains how we will approach these situations.

We ask that all members of the school community follow these principles:

- We all respect the ethos and policies of our school.
- Both parents and staff need to work together for the benefit of the pupils.
- All members of the school community should be treated with respect and must all set a good example in our own speech and behaviour.

All members of our community have a right to expect the school to be a safe place in which to work and learn. Where the behaviour of parents or visitors falls below expected standards, the school will take appropriate action.

Parental conduct

Parents are asked to communicate in a respectful and courteous manner to staff, pupils and each other. Aggressive, threatening, violent or abusive behaviour, against any members of our school community, is unacceptable and will not be tolerated.

Behaviour Incidents

The list below outlines some of the behaviours that are unacceptable (this list is not exhaustive):

- Conduct which undermines the safe and calm environment in school, either on the school site, immediately outside the school or anywhere the school is being represented (sports and educational fixtures, day trips etc.)
- Any discriminatory or homophobic behaviour.
- Using loud or offensive language, such as swearing.
- Displaying an unacceptable amount of anger and aggression.
- Threatening physical violence to a member of the school community.
- Damaging school or personal property.

- Under the influence of drugs or alcohol (or suspected thereof)
- Abusive telephone calls, emails, letters or other forms of written communication.
- Making unreasonable demands that take negatively impact on staff's ability to work.
- Repeated communications where the school has already responded.
- Defamatory comments about school staff, proprietors or other parents on social media sites.
- Sexual abuse
- Racial abuse
- The use of physical aggression towards another adult or child. This includes physical punishment of their own child.
- Approaching someone else's child in order to chastise them.
- Entering the school premises without authorisation.

Any example of such behaviour shall, for the purposes of this policy, constitute a "Behaviour Incident". If any such incidents are reported by a parent to the school, but haven't been witnessed by a member of staff, evidence will be required to substantiate these claims.

Procedures

The school has processes in place for dealing with behaviour incidents as described in this policy. Any behaviour incident will be reported to the Head of School, logged on CPOMS under 'parent behaviour' and the following procedures will be followed:

1. Any member of school staff who directly experiences aggressive or abusive behaviour from a parent has the authority to deal immediately with that behaviour in a manner they consider appropriate to the situation and in line with this Policy.
2. Staff will not engage with parents who exhibit any of the behaviours towards them (including phone calls or emails) and parents will be asked to leave the school site if they do not stop these behaviours.
3. Consideration will be given as to whether the person(s) should be verbally warned, receive a warning letter or banned. It is the decision of the Head of School whether to ban someone from the school site. Any letters will be emailed to the parent at the email address held on the school database and/or a copy will be posted to the home address held on the school database.
4. In the event that any parent is found to be posting libellous or defamatory comments on Facebook or other social network sites or apps, they will be reported to the appropriate 'report abuse' section of the network site. The school will also expect that any parent removes such comments immediately. In serious cases the school will also consider its legal options to deal with any such misuse of social networking and other sites and apps.
5. The Head of School will report any incidents and the actions taken to the Executive Headteacher and/or the Chair of Governors.

At any stage, the school may report serious incidents of abusive and threatening behaviour to the Police. The school has a responsibility to ensure that any act of actual or threatened violence is referred to the Police immediately.

Any behaviour that is likely to cause harassment, fear, alarm or distress (or intentionally causes) is covered by the Public Order Act 1986 as well as the Protection from Harassment Act 1997.

Legal Position

Any parent who has been banned from school premises has a general right to seek an appointment to speak to school staff in relation to their child's welfare or educational progress. This will be arranged by an appointment being made via email or telephone with the School Office.

Safe and effective arrangements will be put in place for delivery and collection of children to and from school where a parent or parents have been banned from school premises. These arrangements will be made on an individual basis as and when required.