



Parent/Visitors Conduct Agreement

Introduction

The Governing Body of St Augustine's Catholic Primary School encourages close links with parents and the community. As a Catholic school, all members of our school community are charged with living out our mission statement and for providing the right role model for all of our pupils.

The vast majority of parents, carers and others visiting our school 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, verbal and or physical abuse towards members of school staff or the wider school community.

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

We expect parents and other visitors to behave in a reasonable way towards members of school staff and our school community. This policy outlines the steps that will be taken where behaviour is unacceptable.

Types of behaviour that are considered serious and unacceptable and will not be tolerated:

- shouting or excessive raising of your voice at members of the school staff, either in person, with or without pupil present, or over the telephone
- physically intimidating a member of staff, e.g. standing very close to her/him
- the use of aggressive hand gestures
- demanding behaviour
- shaking or holding a fist or finger towards another person
- swearing
- pushing
- hitting, e.g. slapping, punching and kicking
- spitting
- racist or sexist comments
- breaching the school's security procedures
- aggressive or threatening behaviour towards staff or their families via social media

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



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Should any of the above types of behaviour occur a letter of reminder and the conduct agreement will be sent.

Procedure to be followed

If a parent/carer behaves in an unacceptable way towards a member of the school community, the head teacher or appropriate senior member of staff will seek to resolve the situation through discussion and mediation. A reminder letter and the conduct agreement will be sent should any of the above types of behaviour occur.

Should the need arise due to the degree of unacceptable behaviour, this may result in the local authority and the police being informed.

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 head teacher from the school premises for a period of time, subject to review.

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, e.g. that police involvement or an injunction application may follow.
2. Where an assault has led to a ban, a statement indicating that the matter has been reported to the local authority and the police will be included.
3. The Chair of Governors/LA will be informed of the ban.
4. Where appropriate, arrangements for pupils being delivered to, and collected from the school gate will be clarified.



St. Augustine's Catholic Primary School

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Dear Parent

Visitors Conduct Agreement

Please can an appointment be made with the school office to address the situation which took place on.....at..... with.....

We would like to resolve the situation through discussion, and mediation, if necessary.

Yours sincerely

Headteacher/Deputy Headteacher/Senior Leader



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Parent Declaration

As Parents/Carers we have read and understood the Parent/Visitor conduct agreement.

We agree to work in partnership with the school community behaving reasonably with all members of our school community on all occasions.

We are aware that any unacceptable behaviour will not be tolerated and may result in a ban, with the Chair of Governors, Local authority and/or Police being informed.

Parent/Carer Signed.....Date.....

Parent/Carer Signed.....Date.....

Please list child/ren and year group/s, as appropriate:

Child and year group:

Child and year group:

Child and year group: