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| Lead member of staff | Head Teacher   |
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## **DOWNVIEW PRIMARY SCHOOL**

### **PARENT/CARER AND VISITOR BEHAVIOUR POLICY**

The Governing Body and Headteacher strongly believe that Downview Primary School should be a welcoming and safe place for our children, staff, parents/carers and visitors. We have legal responsibilities for the safeguarding and wellbeing of our children and staff, and a duty of care to all of the school community.

All adults who enter our school site at any time set examples of behaviour and conduct which influence children and young people, and we believe that they should therefore demonstrate high standards of conduct in order to encourage our pupils to do the same. Parents, carers and visitors must show respect to all other parents/carers, children, staff and visitors.

All members of staff have the right to work without fear of violence and abuse and we expect parents/carers and other visitors to behave in a reasonable way at all times. Adults who do not behave in an acceptable manner may be asked to leave the site and the Headteacher has the right to further restrict their access. Parents/carers or other visitors exhibiting unacceptable behaviour could have their access restricted which prevents access to the school premises.

This policy highlights our expectations in respect of the conduct of parents, carers and visitors to our school and outlines the steps that will be taken where behaviour is considered to be unacceptable.

#### **Examples of unacceptable behaviour**

- Shouting at members of staff, either in person or over the telephone
- Use of offensive language towards other adults, staff or children
- Physically intimidating members of staff and/or other parents or children
- Approaching someone else's child in order to question or chastise them
- Using aggressive hand gestures, physical abuse, threatening, oppressive or aggressive behaviour
- Swearing
- Breaching the school's security procedures
- Attempting to gain entry to any part of the school in disregard of procedure or without permission
- Entering the school site under the influence of alcohol or drugs
- Smoking/vaping/using drugs whilst on school property
- Bringing alcohol onto school premises or excessive consumption of alcohol at school events
- Bringing dogs, with the exception of Assistance Dogs, on to the school site without the explicit permission of the Headteacher

- Damaging or destroying school property
- Sending messages which could cause unreasonable upset and/or harm to any member of staff, governor, parent or child

Should any of the above occur on school premises, or any other behaviour which is considered unacceptable, the school may feel it is necessary to take action by contacting the appropriate authorities or considering restricting the offending adult from entering the school premises.

If issues cannot be successfully resolved by speaking to a staff member, the correct course of action is for parents and carers to use the school's complaints policy.

We expect all communication between parents and the school to be conducted in a polite and respectful manner. Communication may be similarly restricted if it becomes unacceptable, for example, abusive, persistent or threatening emails or text/voicemail/phone messages or other written communication.

On occasion, comments about the school, school staff, other parents and/or children are posted on social media. Social media is not the forum for raising concerns or complaints about the school. If parents/carers or visitors have a concern about the school, they can raise their concern directly with the Headteacher and complaints can be raised through the school's complaints policy.

In cases where the unacceptable behaviour is considered to be a serious and potentially criminal matter, the concerns will in the first instance be referred to the Police. This will include any or all cases of threats of violence, and actual violence, to any child, staff, visitor, contractor or governor of the school.