



## **BEHAVIOUR TOWARDS STAFF BY PARENTS, CARERS AND VISITORS:**

### **EXPECTATIONS AND PROCEDURES**

#### **1. Expectations of parents, carers and visitors to the school.**

The school actively encourages close links with parents/carers and the community. We know that students benefit when the relationship between home and school is a positive one and we welcome visitors to our school and encourage parents to communicate with us by phone or via email. If a parent or carer has concerns, we will always listen to them and seek to address them as quickly and positively as possible.

We will always act to ensure the school remains a safe place for students, staff and all other members of our community and therefore abusive, threatening or aggressive behaviour will not be tolerated. If such behaviour occurs, we will follow the procedures outlined in this policy. Types of behaviour that are considered serious and unacceptable and which will not be tolerated in relation to members of staff, and other members of the community are:

- Shouting, either in person or over the telephone
- Swearing, either in person or over the telephone
- E-mails which are sarcastic, combative or aggressive in tone and language
- Constant emails and/or phone calls which amount to harassment and intimidation, despite the school's best efforts to address a situation.
- Inappropriate electronic activity including publishing abusive or inappropriate content with regards to the school, teachers or students on social networking websites such as Facebook and Twitter or in e-mail communication.
- Any form of physical violence, such as pushing or hitting
- Physically intimidation, e.g. standing unnecessarily close to her/him
- The use of rude or aggressive hand gestures, including shaking or holding a fist towards another person.

#### **2. Procedure to be followed when behaviour is inappropriate:**

- a) **Informal complaint** If a parent, carer or visitor behaves in an unacceptable way towards a member of the school community, the Head Teacher and/or appropriate senior staff will seek to resolve the situation through discussion and mediation. Such discussion will highlight how the behaviour of the parent/carer did not meet the school's expectations and a request will be made that future communications with the school are modified in the light of this. A letter will be sent to the parent/carer to confirm this request.
- b) **Formal complaint** Following any interaction with a parent/carer or visitor, a member of staff reserves the right to submit a formal complaint about the incident to the Head Teacher. Should such a formal complaint be made then the Head Teacher or designated member of the Leadership team will investigate the complaint, by speaking with the parent/carer and the member of staff. During the investigation, any contact with the school will be through a designated member of staff and by prior appointment only. The parent/carer will be

informed of this by letter. The Head Teacher will determine any action to be taken in response to the findings of the investigation.

**Actions which could follow such an investigation:**

- A request to meet with the Head Teacher to discuss events.
- A letter clarifying to the parent/carer what is considered acceptable behaviour by the school.
- The designation of one member of staff to act as the conduit for communication between the parent/carer and the school.
- As a last resort, withdrawing permission for the parent/carer to enter the school site and/or buildings without prior appointment.

**3. Acceptable communication by telephone:**

- a) Dealing with abusive telephone calls Sometimes. Staff may have to deal with challenging, abusive, aggressive or threatening telephone calls. It is unacceptable for any member of staff to be subjected to such abuse and this guidance has been produced to assist parents to understand conduct which the school expects parents to follow during phone calls and to staff if they are faced with a difficult situation.

Guidance for parents/carers:

- When you call North Walsall Primary Academy you will speak initially to our Office staff. They will do their very best to connect you with the person you wish to speak to, but given the vast majority of our staff will be teaching, it is most likely that they will take a message or put you through to the voicemail of that member of staff.
- Please do not become frustrated with the Office staff if they cannot attain an answer to your concern or connect you to the person you wish to speak to straight away; this is not their fault and any frustrations vented at this time, will not serve to ensure your issue is dealt with any quicker.
- At any time when speaking to a member of staff at North Walsall Primary Academy, please do not raise your voice or use aggressive or threatening language.

Guidance to staff:

- To reduce the likelihood of callers becoming abusive, staff should conduct themselves in a courteous and professional manner and make every attempt to meet the needs of the caller. Staff should also have the confidence that it is acceptable to end an abusive telephone call.



Miss Natalie Hawkins  
Head of Academy