

Mapledown School



Working and Learning Together

POLICY FOR DEALING WITH UNACCEPTABLE BEHAVIOUR ON SCHOOL PREMISES

Name of School	Mapledown School
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This policy is to be reviewed in	September 2025

Date policy last reviewed: 1st September 2025

Signed by:

_____ Headteacher Date: _____

_____ Chair of governors Date: _____

INTRODUCTION:

The purpose of this policy is to detail how Mapledown school will deal with unacceptable behaviour on school premises, and set out arrangements which contribute to keeping the school a happy and safe place for staff, visitors and children to work, learn and uphold common standards of decency through the creation of an environment that sets a good example to others. **Unacceptable behaviour towards staff, parents, carers, or students undermines the school's safeguarding duty to provide a safe learning environment for pupils.** The vast majority of parents, carers and other visitors to our school are supportive of the school, its teachers, other members of staff, its students, their parents and other visitors, and act in a reasonable way, ensuring that the school is a safe, orderly environment in which students can learn. Occasionally, however, a negative attitude is expressed in an aggressive, verbally abusive or physically abusive way towards these members of the school community which is unacceptable and will not be tolerated.

The school requires its teachers and other members of staff to behave professionally in these difficult situations, attempting to defuse the situation wherever possible, and to seek the involvement of other members of staff as appropriate. However, all teachers and members of staff have the right to work without fear of harassment, violence, intimidation or abuse.

The school expects parents and other visitors to always behave in a reasonable way towards all members of the school community. This policy outlines the steps that will be taken where the behaviour displayed falls below the standard the school expects and will not be tolerated.

EXPECTATIONS:

Mapledown School expects all members of the school community to treat each other with respect and demonstrate the following;

- That adults set a good example to children and young people at all times, showing them how to get along with all members of the school and the wider community
- That no members of staff, parents/carers, children or young people are the victims of abusive behaviour or open to threats from other adults on the school premises
- Physical attacks and threatening behaviour, abusive or insulting language verbal or written, to staff, governors, parents/carers, children, young people and other users of the school premises will not be tolerated and will result in withdrawal of permission to be on school premises
- Any parent/carer or visitor who is asked to leave the school premises will have the right to appeal the decision by writing to the Chair of Governors. Please note that all incidents of rudeness will be logged and passed to the headteacher of the school.

VISITOR CODE OF CONDUCT:

We expect visitors to:

- Understand that both teachers/school staff and parents/carers need to work together for the benefit of their children.
- Demonstrate that all members of the school community should be treated with respect and therefore set a good example in their own speech and behaviour.
- Seek to clarify a student's or parents' version of events with the school's view in order to bring about a peaceful solution to any issue.

PERMISSION TO ENTER AND BE ON THE SCHOOL'S PREMISES:

Parents have "implied permission" to enter and be on the school's premises for reasons relating to their child / children's education. This means that parents are welcome to come to the school to drop off and collect their children, to speak to teachers and other members of staff about their children, or for meetings, parents' evenings and social events. Parents do not have a legal right to enter or be on the school's premises without a good reason.

In education law, the term "parent" includes the natural or adoptive parents of a student, as well as a non-parent with care of a student and a non-parent with parental responsibility of a student. For the purposes

of this policy only, the term “parent” will also include a non-parent who does not have care of or parental responsibility for a student, but who is involved in looking after a student on a regular basis (for example, a childminder, non-resident partner of a parent or relative who takes the student to or from school, is involved with the care of the student in some other way, or a person whose emergency contact number we have been provided with).

Other visitors also have “implied permission” to enter and be on the school’s premises if they have a reason, for example a courier or delivery person, or a member of the public attending the school’s office to make enquiries about something. Members of the public without a good reason for entering or being on the school premises are trespassing.

WITHDRAWAL OF PERMISSION TO ENTER AND BE ON THE SCHOOL’S PREMISES:

The school has the right to withdraw the “implied permission” for a parent or visitor to enter or be on the school’s premises if their behaviour while they were previously on the school’s premises, or when communicating with staff electronically was unacceptable. The withdrawal of the “implied permission” will be effective as soon as the parent or other visitor has been told that they must leave and are prohibited from returning, and will be confirmed in writing by recorded delivery if the home address is known. The full procedure that the school will follow is outlined in further detail below.

Once the “implied permission” has been withdrawn, the school will ask the police to remove the parent or visitor if they appear on the school’s premises. If the parent or visitor causes a nuisance or disturbance while they are on the school’s premises, they may also be prosecuted in the criminal courts under Section 547 of the Education Act 1996, be liable to pay a fine of up to £500.00 and have a criminal conviction recorded against them.

Where a parent has had their “implied permission” to enter and be on the school’s premises withdrawn, the school will, in appropriate cases, make alternative arrangements for the parent’s children to be dropped off and collected from the school, and in relation to parents’ evenings and other meetings.

WHAT CONSTITUTES INAPPROPRIATE BEHAVIOUR:

The types of behaviour which are unacceptable and will not be tolerated towards any member of the school community:

- shouting, either in person, over the telephone;
- swearing, either in person, over the telephone or electronically
- emails which are 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
- unrealistic expectations that staff will respond to all out-of-hours communication
- inappropriate posting on Social Networking sites which could bring the school into disrepute or be deemed as bullying 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 email communication
- any form of physical violence, such as pushing or hitting
- physical intimidation, e.g. standing unnecessarily close to an individual
- the use of rude or aggressive hand gestures, including shaking or holding a fist towards another person
- approaching someone else’s child in order to discuss or chastise them because of their actions towards your own children
- smoking and consumption of alcohol or illegal drugs on school premises
- dogs being brought on to school premises with the exception of assistance dogs
- damaging or destroying school property.
- spitting
- racist or sexist comments including sexual innuendo
- any other form of abuse which appears personalised to the person on the receiving end of that abuse
- any other behaviour likely to cause anybody witnessing it (including the recipient) alarm, distress or to

fear that violence may be used against them or others.

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

INAPPROPRIATE USE OF SOCIAL NETWORKING SITES:

Social media websites are being used increasingly to fuel campaigns and complaints against schools, headteachers, staff, and in some cases, other parents and students. Mapledown school considers use of social media websites in this way as unacceptable and not in the best interests of the children or the whole school community.

Any concerns you may have must be made through the appropriate channels by speaking to the class teacher, Learning Zone Lead, Senior Leader or in extreme cases, the Headteacher, so they can be dealt with fairly, appropriately and effectively for all concerned.

The Complaints Policy is available on the school's website and outlines the process of making a more formal complaint if concerns are not resolved.

In the event that any pupil or parent/carer of a child/ren is found to be posting libellous or defamatory comments on Facebook or other social network sites, they will be reported. All social network sites have clear rules about the content which can be posted on the site and they provide robust mechanisms to report contact or activity which breaches this.

Mapledown will expect that any parent/carer or student removes such comments immediately and content will be reported to the headteacher. In serious cases the school will also consider its legal options to deal with any such misuse of social networking and other sites. Additionally, and perhaps more importantly is the issue of cyber bullying and the use by one child or a parent to publicly humiliate another by inappropriate social network entry.

OTHER CRIMINAL OFFENCES:

In addition to the criminal offence under Section 547 of the Education Act 1996 outlined above, unacceptable behaviour by a parent or visitor can also amount to several other forms of criminal offence. Some of these criminal offences are listed below:

- **Common Assault**
This is committed when a member of the school community has been assaulted and no injury or very minor injuries have been caused. The offence is more serious if it is racially aggravated by the words or behaviour used just before or during the assault.
- **Assault occasioning Actual Bodily Harm**
This is committed when a member of the school community has been assaulted and slightly more serious injuries have been caused, falling short of fractures or deep wounds. The offence is more serious if it is racially aggravated by the words or behaviour used just before or during the assault.
- **Grievous Bodily Harm**
This is committed when a member of the school community has been assaulted and serious injuries have been caused such as fractures or deep wounds. The offence is more serious if it is racially aggravated by the words or behaviour used just before or during the assault, and there are two forms of the offence; intention to cause the injury (the more serious of the two) and being reckless as to causing the injury.
- **Public Order Offences**
This group of offences are committed when a parent or visitor has used threatening, abusive or insulting words or behaviour likely to cause harassment, alarm or distress; or likely to cause fear of violence; or with intent to cause fear of violence; or using or threatening unlawful violence likely to make those witnessing the incident fear for their safety.
- **Criminal Damage**
This is committed when a parent or visitor has destroyed or damaged property belonging to the school or a member of the school community, intending to do so or being reckless as to doing so. The offence is more serious where the damage was caused by fire, or there was an intention or recklessness as to endangering life.

- **Possession of an Offensive Weapon or Bladed Article on School Premises**

This is committed when a parent or visitor enters the school's premises with a knife or an offensive weapon. It does not matter if the parent or visitor intended to use the knife or weapon.

Where the school believes that a parent or visitor's conduct would amount to a criminal offence, the school will report the incident to the police for immediate investigation and prosecution. The school will co-operate fully with the police, including encouraging teachers and other members of staff to provide witness statements and to attend court to give evidence at a trial.

Where a parent or visitor's conduct amounts to a criminal offence, the school will, in all but exceptional cases, immediately withdraw their "implied permission" to enter and be on the school's premises.

PROCEDURES

Staff Conduct

Staff are advised to communicate with parents/carers, whatever the circumstances, in the following manner:

- Speak calmly and without raising your voice
- Be assertive but not aggressive
- Be polite but firm
- Seek assistance if necessary
- Politely terminate the conversation if necessary, explaining your reasons.

In the event of an emergency, staff should request assistance from a member of the Senior Leadership Team, if available, otherwise the nearest member(s) of staff. The member of SLT will request that the person causing offence leave the premises. Should the person not leave the premises then they should be informed that the police will be called. The incident should then be recorded and use direct quotes where language has been unacceptable.

Recording Incidents

Any of the following incidents must be recorded by email to the headteacher:

- Trespass
- Verbal abuse
- Sexual or racial comments or abuse
- Threats
- Aggression
- Physical violence
- Intentional damage to personal property or the school's property
- Any injuries to staff or children

Risk assessment

In the event of a parent/carer or visitor behaving in an inappropriate way, each situation will need to be considered individually by the headteacher or a designated member of staff. The following factors, where applicable, should be taken into account as a risk assessment, before deciding on the most appropriate course of action:

- Has the parent/carer or visitor been verbally aggressive/threatening/ intimidating?
- Has the parent/carer or visitor been physically aggressive/threatening/ intimidating?
- What evidence is there? What do witnesses say happened?
- Does the parent/carer or visitor have a known previous history of aggression/violence?
- Do members of the school staff/community feel intimidated by the parent's/carer's or visitor's behaviour?
- Have students witnessed aggressive/threatening/intimidating behaviour from the parent/carer or visitor?
- Have students been approached inappropriately by the parent/carer or visitor?
- Has the parent/carer or visitor been abusive to school staff, students or visitors?
- Has the parent/carer or visitor been persistently abusive to school staff, students or visitors?
- Was the parent/carer or visitor provoked in any way prior to their behaviour and/or does the parent claim to have been provoked?

- Is there evidence of provocation?
- How frequently have the behaviours occurred?
- Is there a risk (low, medium or high) that the behaviour may be repeated?

THE PROCEDURE FOR WITHDRAWING IMPLIED PERMISSION TO BE ON THE SCHOOL'S PREMISES FOLLOWING AN INCIDENT:

The initial decision to withdraw "implied permission" will be made by the Headteacher or, in the Headteacher's absence from school, the Deputy Headteacher. The decision will be reviewed on a regular basis by the Chair of Governors, who can delegate this task to another Governor in appropriate cases.

STAGE 1 - WARNING LETTER FROM THE HEADTEACHER BEFORE IMPLIED PERMISSION WITHDRAWN

Where a parent or visitor has behaved in a way which is unacceptable to the school for the first time, they are likely to receive a letter warning them that, if the behaviour is repeated, their "implied permission" to enter and be on the school's premises will be withdrawn. The Headteacher will send a letter to the parent or visitor confirming the warning and the consequences of failing to heed it.

However, where the unacceptable behaviour is serious and/or amounts to a criminal offence, it is likely that the parent or visitor's "implied permission" will be withdrawn immediately without warning under Stage 2.

STAGE 2 – LETTER FROM HEADTEACHER WITHDRAWING IMPLIED PERMISSION

Where a parent or visitor has already received a warning letter under Stage 1 and has behaved in an unacceptable way again, or where a parent or visitor has engaged in serious misconduct and/or conduct amounting to a criminal offence, their "implied permission" to enter and be on the school's premises will be withdrawn. If possible, they will be verbally informed that they are prohibited from entering or being on the school's premises immediately after the incident or as soon as practicable thereafter. In any event, the Headteacher will send a letter to the parent or visitor confirming the withdrawal of their "implied permission" and the consequences of failing to comply.

The prohibition will initially last for **ten school days** from the date of the letter. The parent or visitor will be invited to provide written comments within **five school days** of the date of the letter. By the **tenth school day** from the date of the letter, the Chair of Governors will review the Headteacher's decision in accordance with Stage 3 (whether or not any written comments have been received) having been provided with all documentation relating to the incident (and any previous incidents), the Headteacher's record of the decision and the reasons for it

STAGE 3 – REVIEW OF HEADTEACHER'S DECISION BY CHAIR OF GOVERNORS

The Chair of Governors will, within **ten school days** of the date of the letter notifying the parent or visitor of the Headteacher's decision to withdraw their "implied permission" to enter and be on the school's premises, review the decision made, having considered all documentation relating to the incident (and any previous incidents), the Headteacher's record of the decision, the reasons for it, confirmation as to whether the parent or visitor has complied with the instruction, and any written comments received from the parent or visitor.

The Chair of Governors must consider whether, with the benefit of hindsight, the Headteacher's decision, made in the immediate aftermath of the incident, was unjustified; whether, although the Headteacher's decision was justified at the time, the withdrawal of "implied permission" for a period of ten school days is sufficient to serve as a warning and to allow the parent or visitor time to reflect upon their past and future behaviour; or whether the Headteacher's decision was entirely justified and should be confirmed for further review at a later date.

The Chair of Governors will, by the **tenth school day** of the date of the letter, write to the parent or visitor confirming whether the decision of the Headteacher has been confirmed or revoked, stating their reasons.

Where the decision has been confirmed, the letter will confirm the date of the next review, which will be for a period of between fifteen and thirty school days, or until the last day of the term or half term period, at the Chair of Governor's discretion, subject to a **maximum period of thirty school days**.

Where the decision has been confirmed, the parent or visitor will be invited to provide further written comments **at least five school days** before the date of the next review. These comments should be restricted to the parent or visitor's conduct since the decision was last confirmed or any new consequences of the decision, and should not repeat comments provided previously which the Chair of Governors will already be in possession of.

STAGE 4 – FURTHER REVIEWS OF THE DECISION

Where the Headteacher's decision was confirmed by the Chair of Governors under Stage 3, or the decision has previously been confirmed under Stage 3, the Chair of Governors will carry out a further review of the decision **by the review date**, having considered all documentation relating to the incident (and any previous incidents), the Headteacher's record of the original decision, the reasons for it, confirmation as to whether the parent or visitor has complied with the instruction since the last review, any written comments provided by the parent or visitor previously, the record of the Chair of Governors' previous review, and any further written comments received from the parent or visitor following the last review.

The Chair of Governors must consider whether, in view of the length of time that the parent or visitor has been prohibited from entering or being on the school's premises, and in light of the parent or visitor's conduct since their "implied permission" was withdrawn, and in consideration of any genuine assurances given in their written comments as their future conduct, it is now appropriate to revoke the decision to withdraw their "implied permission" to enter and be on the school's premises.

The Chair of Governors will, **by the review date**, write to the parent or visitor confirming whether the decision has been further confirmed or revoked, stating their reasons. Where the decision has been further confirmed, the letter will confirm the date of the next review, which will be for a period of between fifteen and thirty school days, or until the last day of the term or half term period, at the Chair of Governor's discretion, subject to a **maximum period of thirty school days**.

Where the decision has been further confirmed, the parent or visitor will be invited to provide further written comments **at least five school days** before the date of the next review. These comments should be restricted to the parent or visitor's conduct since the decision was last confirmed or any new consequences of the decision, and should not repeat comments provided previously which the Chair of Governors will already be in possession of. The procedure under Stage 4 will be followed in relation to all further reviews.

PROHIBITING THIRD PARTIES FROM ENTERING AND BEING ON THE SCHOOL'S PREMISES:

The procedure outlined above relates to parents and visitors who had a valid reason for entering and being on the school's premises. Sometimes, members of the public enter the school's premises when they have no good reason for doing so (for example, they do not have children registered as students at the school, and they are not delivering items or making valid enquiries at the school's office).

Such people **do not** have "implied permission" to enter and be on the school's premises, and are therefore trespassing. This means that, if they are causing a nuisance or disturbance on the school's premises, they can be prosecuted under Section 547 of the Education Act 1996. In those circumstances, the school will inform the third party that they are trespassing and ask them to leave the school's premises and, in appropriate cases, call the police and support any prosecution for criminal offences which follows.

Although third parties do not have "implied permission" to enter and be on the school's premises, for the avoidance of doubt, where the address of the third party is known, the Headteacher will write to the third party warning them of the consequences of reappearing on the school's premises.

PUBLICATION AND REVIEW:

This policy will be published on the school's website and reviewed annually by the Governing Body of the school.