



## **Loving God - Caring for Each Other - Achieving Excellence**

### **Policy for Dealing with Unacceptable Parent/Carer/Guardian Behaviour**

#### **1. Overview**

1.1 At Crompton House Church of England School/Multi Academy Trust, we believe that our parents/carers/guardians have a right to be heard, understood and respected.

1.2 We also believe that our teaching staff, support staff and governors have the right to work in a safe environment, free from any abuse or harm caused by others.

1.3 We expect all parents/carers/guardians to treat our staff and governors with courtesy and respect at all times.

1.4 In a small number of cases the actions of some parents/carers/guardians become unacceptable because they involve abuse of our staff and governors.

1.5 We do not view an action as unacceptable, just because a person is forceful or determined. However, we do consider actions that result in unreasonable demands and/or abusive behaviour to be unacceptable.

1.6 There are a range of actions we consider to be unacceptable, which can be best grouped as follows:

- Aggressive or abusive behaviour; and
- Unreasonable demands and/or unreasonable levels of contact.

#### **2. Aggressive or abusive behaviour**

2.1 We understand that people can become angry when they feel that matters about which they feel strongly are not being dealt with as they wish. If that anger escalates into aggression or abuse towards our staff or governors, we consider that unacceptable.

2.2 Aggressive or abusive behaviour includes language (whether verbal or written), including behaviour on social media, that may cause staff or governors to feel afraid, threatened or abused and may include threats, personal verbal abuse, shouting, derogatory remarks and rudeness. We also consider inflammatory statements, remarks of a discriminatory nature and unsubstantiated allegations, to be abusive behaviour. Where a parent/carers/guardian is aggressive or abusive, we may decide to:

- Advise the parent/carers/guardian that we consider their actions/words offensive, unnecessary and unhelpful and ask them to stop;
- End telephone calls / appointments / meetings;
- Terminate all direct contact with the parent/carers/guardian;



- Restrict contact to written or email correspondence only;
- Restrict contact to a nominated member of staff who will deal with future calls or correspondence;
- Keep a record of the aggressive or abusive behaviour e.g. statements from the staff involved;
- Notify the police. This will always be the case if physical violence is used or threatened; and
- Take any other action that we consider appropriate to the circumstances.

### 3. Unreasonable demands and / or unreasonable levels of contact

3.1 A demand becomes unacceptable when it starts to impact excessively on the work of our staff and governors, or when dealing with the matter takes up an excessive amount of time and in so doing, disadvantages other students.

3.2 Where a parent/carer/guardian is unreasonably demanding, repeatedly contacts the school/trust in person, by phone, email etc., contacts various staff about the same issue, raises the same issue repeatedly, or sends the school/academy large numbers of documents about which the relevance is not clear, we may decide to:

- Limit contact to telephone calls from the person at set times on set days;
- Restrict contact to a nominated member of staff who will deal with future calls or correspondence;
- See the person by appointment only;
- Restrict contact to written correspondence only;
- Refuse to deal with further correspondence and return any documents;
- Advise the person that further irrelevant documentation will be destroyed; and
- Take any other action that we consider appropriate to the circumstances.

### 4. Taking action

4.1 Before we take any action, we will give the parent/carer/guardian the opportunity to modify their behaviour. **(Example letter appendix 1)** If the behaviour continues, we will take action as set out in this document.

4.2 Parents/carers/guardian will be told in writing by the headteacher why a decision has been made, what the alternative arrangements will be and the length of time that these restrictions will be in place.

Document PSC-UCAP&C2022/April 2024 adopted by the Personnel Committee

Date 5<sup>th</sup> April 2022

Signed (Chair).....S Wilcock.....

Print Name.....Stephen Wilcock

Date of next review.....April 2024



**Appendix 1:** Example of warning letter

Dear

This is to inform you that your ***(insert description of behaviour e.g. verbal abuse/threatening)*** behaviour, towards ***(Insert name/title of staff involved)***, during ***(insert type of meeting eg phone call parents' evening etc)***, on ***(insert date)*** is unacceptable to the school

Our support/teaching staff are here to help you. Our aim is to be as polite and helpful as possible to all parents and carers. If you consider that you have been treated unfairly or inappropriately, please ask the reception staff to direct you towards the senior member of leadership team responsible for that area, who will be happy to address your concerns.

Please be aware that ***(insert type of behaviour eg shouting/threatening etc)*** at teaching/support staff will not be tolerated under any circumstances and parents and carers who are persistently ***(verbally aggressive/threatening)*** may be banned from entering the school grounds and barred from contacting the school by phone.

I would please therefore ask you to reflect upon this incident and consider the best way to communicate to school staff in the future. If you would like to discuss the ***(insert reason for aggressive/threatening communication e.g. attendance)*** matter further then please contact ***(insert name of manager/senior leader/headteacher)*** in the first instance.

Yours sincerely

Headteacher