



Parent and Visitor Conduct Policy

Managing Unacceptable Behaviour Towards School Staff

The SHARES Schools Partnership

1. Purpose of This Policy

At **The SHARES Schools Partnership**, we believe that positive relationships between schools, parents, carers, visitors and the wider community are essential in helping children thrive.

We are committed to:

- Working collaboratively with families in the best interests of children;
- Treating all members of the school community with dignity and respect;
- Creating a safe, supportive, and professional environment for pupils, staff, governors, volunteers and visitors.

The vast majority of parents and visitors engage positively with schools. However, on rare occasions behaviour may become unacceptable. This policy explains:

- The standards of behaviour expected from all adults interacting with the school
- What may be considered unacceptable behaviour
- How concerns will be addressed fairly and proportionately
- The steps the school may take where behaviour causes distress, disruption, harassment or risk to others.

This policy is intended to protect the wellbeing, safety and dignity of all members of the school community while maintaining constructive communication wherever possible.

2. Legal and Statutory Framework

This policy has been developed in accordance with relevant UK legislation and guidance, including:

- **The Health and Safety at Work etc. Act 1974**
- **The Education Act 1996**
- **The Education Act 2002**
- **The Equality Act 2010**
- **The Protection from Harassment Act 1997**
- **The Public Order Act 1986**
- **The Human Rights Act 1998**
- **The Data Protection Act 2018** and UK GDPR
- DfE guidance relating to school security, complaints, safeguarding, and staff wellbeing

The school also has a duty of care to protect staff from abuse, harassment, intimidation and threatening behaviour.

3. Scope of the Policy

This policy applies to all adults interacting with the school community, including:

- Parents and carers
- Family members
- Visitors
- Contractors
- Former pupils
- Members of the public

It applies to behaviour:

- On school premises
- During school events or visits
- In written correspondence
- By telephone
- Via email
- Through social media or online platforms
- During remote meetings or video calls

4. Our Expectations

We ask all adults to:

- Treat others with courtesy and respect
- Communicate concerns calmly and appropriately
- Follow school procedures and communication channels
- Work collaboratively with staff to resolve issues
- Respect professional boundaries and staff wellbeing
- Accept that schools must balance the needs of all pupils and families

We recognise that parents may sometimes feel upset, frustrated or anxious, particularly when concerns involve their child. Staff will always aim to listen carefully, respond professionally and seek constructive solutions.

5. Unacceptable Behaviour

The following behaviours are not acceptable and may result in action being taken by the school.

5.1 Aggressive or Abusive Behaviour

This includes:

- Verbal abuse or offensive language
- Shouting or persistent raised voices
- Threats or intimidation
- Harassment, including repeated unwanted contact
- Discriminatory language or behaviour relating to protected characteristics under the Equality Act 2010
- Physical aggression or threatening gestures
- Spitting, pushing, or damage to property
- Recording staff or pupils without permission where inappropriate
- Abusive or defamatory comments online or on social media

5.2 Unreasonable Demands

This includes:

- Excessive or unrealistic expectations of immediate responses
- Repeatedly demanding meetings or responses within unreasonable timescales

- Insisting on speaking only to particular members of staff without good reason
- Refusing to engage with normal school procedures
- Excessive or repetitive correspondence

5.3 Unreasonable Levels of Contact

This includes:

- Large volumes of emails, calls, or messages
- Repeated contact about issues already addressed
- Contacting multiple staff members simultaneously about the same matter
- Persistently copying large groups into correspondence
- Communication that disrupts school operations

5.4 Misuse of Complaints Procedures

This includes:

- Complaints intended to harass or distress
- Repeated complaints about the same issue after processes are exhausted
- Refusal to accept evidence-based outcomes
- Knowingly providing false information
- Complaints pursued in an aggressive, malicious, or vexatious manner

6. Social Media Expectations

We recognise that social media is widely used within communities. However:

- Staff must not be subjected to online abuse, ridicule, or defamatory comments
- Confidential information relating to pupils, families, or staff must not be shared
- Concerns should be raised directly with the school rather than through public forums wherever possible

The school reserves the right to act where online behaviour affects the safety, wellbeing, or reputation of staff or pupils.

7. Responding to Concerns and Difficult Situations

The school will always seek to resolve concerns informally and constructively wherever possible. Where behaviour becomes unacceptable, the following graduated approach may be used.

Stage 1 - Informal Resolution

The school may:

- Remind the individual of expected standards
- Clarify concerns about behaviour
- Offer an opportunity to reset communication
- Agree appropriate methods of contact moving forward

Stage 2 - Formal Warning

A formal written warning may be issued outlining:

- The behaviour causing concern
- Expected improvements
- Consequences if behaviour continues
- Review arrangements

Stage 3 - Communication Restrictions

Where behaviour persists, the school may:

- Restrict communication to written correspondence only
- Limit contact to one named member of staff
- Specify appropriate times or methods of contact
- Require appointments for school visits
- Restrict access to school premises where necessary

Restrictions will be proportionate, reasonable, and reviewed regularly.

Stage 4 - Further Action

In serious cases, the school may:

- Involve the Police
- Seek legal advice
- Issue a warning regarding trespass
- Ban an individual from the school site
- Report abusive online behaviour;

- Take action under relevant civil or criminal legislation.

Immediate action may be taken in cases involving threats, violence, harassment or safeguarding concerns.

8. Safeguarding and Equality

Nothing within this policy prevents parents from:

- Raising legitimate concerns
- Accessing statutory processes
- Requesting support
- Reporting safeguarding matters

The school will ensure:

- Fair and consistent application of this policy
- Reasonable adjustments where required under the Equality Act 2010
- Consideration of individual circumstances
- Compliance with safeguarding duties at all times

9. Record Keeping

The school may keep records of:

- Incidents
- Meetings
- Correspondence
- Actions taken under this policy

Records will be managed in accordance with data protection legislation and retained only as necessary.

10. Support for Staff

The SHARES Schools Partnership is committed to protecting staff wellbeing. Staff experiencing abuse, harassment or threatening behaviour will be supported appropriately, including through:

- Senior leadership support
- HR guidance
- Wellbeing support
- Reporting procedures

- Referral to external agencies where appropriate

11. Monitoring and Review

This policy will be reviewed regularly by the Trust and school leadership to ensure it remains compliant with legislation and reflects best practice.

12. Conclusion

We value strong partnerships with parents and carers and recognise the important role families play in school life.

By working together respectfully, even when concerns arise, we can maintain safe, positive and supportive learning environments for all children and young people.

Unacceptable behaviour towards staff or members of the school community will not be tolerated.