



Monmouthshire Pupil Referral Service Parent / Carer Conduct Policy

Document Control	
Document author	Jake Parkinson
Statutory status	Non-Statutory
Website status	Not required
Approved by	
Date approved	
Approval cycle	Biannual
Next review date	

Document history			
Version	Date	Reviewer	Note of revisions

Purpose

This policy outlines how the Monmouthshire Pupil Referral Service (PRS) will respond to actions, behaviours, or communications from parents/carers that affect staff wellbeing, safety, and professional integrity. It ensures respectful, constructive relationships while safeguarding staff from inappropriate behaviour. As a service, we expect all adults to model positive behaviours; this includes staff and parents/carers in their communication with the service.

Scope

This policy applies to all interactions between parents/carers and Monmouthshire PRS staff, including:

- Face-to-face meetings
- Telephone calls
- Written communication (letters, emails, texts)
- Social media or online platforms

Principles

As an organisation, we have the responsibility to ensure that staff have the right to work in a safe, respectful environment. We understand that parents/carers may not have had positive relationships with educational staff prior to their child coming on roll as the Monmouthshire PRS, however we pride ourselves in ensuring we have open, honest and supportive relationships with our parents and carers. Furthermore, parents/carers are expected to communicate courteously and constructively. We understand that sometimes parents/carers may have justified concerns, frustrations or worries. However, concerns should be raised through appropriate channels without aggression, intimidation, or harassment.

Unacceptable Actions

The Monmouthshire PRS outlines unacceptable actions as (but not limited to):

- Verbal abuse: shouting, swearing, derogatory remarks, threats to any adult or child from a parent/carer
- Physical aggression: any attempt to harm or intimidate staff, or physical aggression towards any child on any site
- Persistent/unreasonable demands: excessive communication disrupting service delivery.
- Defamation/harassment: spreading false information or targeting staff online.

The Monmouthshire PRS will have a clear framework for responses to any behaviours or actions that staff deem unacceptable.

Response Framework

1. Immediate Action

The Monmouthshire Pupil Referral Service gives all staff the responsibility and right to end any unsafe interaction with a parent/carer. This may be face-to-face or on the telephone. Staff have the right not to reply to written communications that are abusive. Staff will always ensure that they report any of these communications to their Line Manager.

If staff feel they have been the victim or physical threats of violence or actual violence, this will be logged, the police will be contacted, and any safeguarding procedures will be initiated as necessary

2. Recording

All incidents will be logged on the Monmouthshire PRS incident reporting system in the [SLT shared area](#). Staff will ensure that evidence is kept, such as emails and messages, and that telephone calls are logged through existing systems.

3. Communication

In most cases, a formal communication from the school will outline concerns and expected behaviours. The school will offer mediation or restorative meetings where appropriate. In some cases, such as with foster carers who do not have PR of the children in their care, the child's social worker may decide that all communication should be channelled through the social worker. These decisions may be made outside of the realms of the Monmouthshire PRS and will be led by Children's Services.

4. Escalation

Continued unacceptable behaviour may lead to:

- Restricting communication to written form only.
- Requiring a third party at meetings.
- Legal action or banning from premises in extreme cases.

In all cases, decisions that are escalated will be discussed and agreed with the Chair of the Management Committee.

Legal Compliance and Safeguarding Duties

This policy has been written with reference to:

- Health and Safety at Work Act 1974: Duty to protect staff from harm.
- Equality Act 2010: Ensure responses are non-discriminatory.
- Data Protection Act 2018: Maintain confidentiality when recording incidents.
- Keeping learners safe: The role of local authorities, governing bodies and proprietors of independent schools under the Education Act 2002

Support for Staff

The Monmouthshire PRS will always support staff after they have experienced a difficult situation with a parent/or carer. This may include, but is not limited to:

- Access to wellbeing resources, supervision and counselling
- Debrief sessions after serious incidents
- Option for alternative arrangements for future interactions.

Review

Policy reviewed biannually or after a serious incident.

Appendices

Model Letter 1: Reminder (sent by Head of Monmouthshire PRS) – to be adjusted as necessary

Dear,

I have received a report about your conduct at the school on (enter date and time or details). This appears to fall far short of what we would expect of a parent/carer of a pupil at the Monmouthshire PRS. (Add factual summary of the incident and of its effect on staff, pupils, and other parents.) I write to remind you about the behaviour standards expected by the school.

I wish to give you an opportunity to give me in writing any comments or observations of your own in relation to this report. Please do so within 10 working days of the date of this letter. These comments may include any assurances you are prepared to give about your future good conduct. There is then an option for you to meet with a member of the Senior Leadership Team to discuss the situation and how it can be avoided in the future.

Thank you for your support.

Yours sincerely,

Model Letter 2: Warning (sent by Head of Monmouthshire PRS) – to be adjusted as necessary

Dear,

I have received a report about your conduct at the school on (enter date and time or details). This appears to fall far short of what we would expect of a parent/carer of a pupil at the Monmouthshire PRS. (Add factual summary of the incident and of its effect on staff, pupils, and other parents.)

I must inform you that the Monmouthshire PRS will not tolerate aggression towards members of the school community and will act to protect its staff and pupils from any form of abuse or intimidation.

I warn you that any future conduct of this nature could result in the school imposing conditions restricting your access to the school or banning you from contacting or attending the school altogether.

I wish to give you an opportunity to give me in writing any comments or observations of your own in relation to the report which I have received about your conduct. Please do so within 10 working days of the date of this letter. These comments may include any assurances you are prepared to give about your future good conduct. There is then an option for you to meet with a

member of the Senior Leadership Team to discuss the situation and how it can be avoided in the future.

Yours sincerely,

Model Letter 3: Imposing conditions on the parent / carer's attendance at school events, pending review (sent by Head of the Monmouthshire PRS) – to be adjusted as necessary

Dear,

I have received a report from (name of staff member) about your conduct on at (add summary of incident and its effect on staff and pupils) (You will recollect that I have already written to you about a previous incident on (date) warning you of the consequence of any further unacceptable / insulting or aggressive behaviour on your part) I must inform you that the Monmouthshire PRS, in line with our policy, will not tolerate conduct of this nature on the school premises and will act to defend school staff and pupils.

I am therefore writing to inform you that I am imposing conditions on the contact you may have with school.

These are as follows: (delete as appropriate)

- You must be accompanied to any meeting with a member of school staff
- You may not contact by telephone or in writing any member of staff. You may contact either myself or (deputy head) by email
- You may not attend any events for parents/carers except those where you will be accompanied by a member of the senior leadership of the school.
- Others as are reasonable and proportionate

The restrictions above are provisional until they have been reviewed by the Management Committee. Please consider them to be in force until you receive their confirmation. You may, if you wish, send to the Chair in writing any comments or observations of your own within 10 working days of the date of this letter. These comments may be to challenge or explain the facts of the incident, to express regret and give assurances about your future good conduct.

Yours sincerely,

Model Letter 4: Imposing conditions a ban on the parent / carer, pending review (sent by Head of the Chair of the Management Committee) – to be adjusted as necessary

Dear.

I wrote to you on (date) to detail concerns about an incident when your behaviour towards (name) fell far short of what we would expect as a service.

You will be aware that you have received previous communications about your behaviour towards staff. I have not received a written response from you/I have received a letter from you dated, the contents of which I have considered carefully.

In the circumstances, and after further consideration of all evidence, I have determined that the decision to impose a ban on you should be confirmed. This means you may not attend school for any reason whatsoever. You must not contact any member of staff by telephone or email. You do, however, have the right to attend one meeting per year to discuss your child's progress. This meeting will be with a member of the senior team. This decision will be reviewed in six months' time by Management Committee.

We will write to you in advance of the meeting to ask you to provide a written statement for their consideration. When deciding whether it will be necessary to extend the application of conditions to attend school premises, consideration will be given to the extent of your compliance with the decision, any appropriate expressions of regret and assurance of future good conduct received from you and any evidence of your cooperation with the school in other respects.

Yours sincerely,

Chair of Management Committee cc: Headteacher

This policy was approved by the Management Committee

Signed:Louise Wilce..... Chair of Management
Committee

Date:03.12.25.....

Signed:Jake Parkinson..... Head of Monmouthshire
PRS

Date:03.12.25.....

