Cysgod y Coed

Parent / Carer Conduct Policy

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Associated documents

All our policies are constructed using the Monmouthshire values:

Teamwork Openness Fairness Flexibility

All our policies are co-constructed and informed by professional learning, pupil voice, parent carer voice, staff voice and subject to challenge and support by our Management Committee.

This policy makes clear how people should treat others and what may happen where things go wrong.

At Cysgod y Coed we recognise that parents and carers are the single biggest influence on their children and their achievements. Therefore, we are committed to building positive and responsive relationships with parents and carers so that together we can ensure that our young people get the most out of their time with us.

On very rare occasions the behaviour of a very small number of parents and carers falls short of what we expect on behalf of the pupils, staff and whole school community. Unfortunately, this sometimes manifests itself in aggression or abuse towards members of the school community. This can be in written communication to or about the school (including on social media), on the telephone or in face-to-face incidents. In these situations, we expect members of staff to behave professionally, attempting to defuse the situation where possible and seeking the involvement as appropriate of other colleagues.

Staff who face these situations have licence to end any conversation (face to face or on the telephone). They will then refer the incident to a member of the Senior Leadership Team or the Head teacher who will take appropriate action or invoke the provisions of this policy.

The overriding principle is that all members of the school community have the right to work or be in school without fear of aggression or abuse from parents and carers. The Management Committee and school have a requirement to protect staff and pupils from such aggression.

On occasions where parents or carers express their dissatisfaction with a member of staff or the provision of support in a school then the rights of individuals to complain are clear, however the rights of staff to equally fair treatment are also implied.

Cysgod y Coed is committed to dealing with all complaints fairly and impartially, and to providing a high-quality service to those who complain.

We will not normally limit the contact complainants have with our school. However, we do not expect our staff to tolerate unacceptable behaviour and will take action to protect staff from that behaviour, including that which is abusive, offensive or threatening or which unreasonably maligns their professional reputation.

The complaints procedure on our website does not provide a means of placing one person's rights above those of another. Complaints about staff have a direct effect upon the individual and may lead to feelings of anxiety and insecurity or fear of reprisals. These feelings can result in staff becoming stressed, demotivated or even ill. It is important that staff feel supported and recognise that in most cases complaints will focus on the department or services and not the individual, who was acting on behalf of the department. The investigation at any stage of a complaint will focus on the quality or nature of the service provided or whether or not the Council's appropriate procedures have been followed. The complaints procedure is not a disciplinary procedure. It is there to try and solve problems and improve the quality of support to pupils. It is not there to blame or victimise staff.

We encourage partnerships with our parents and carers and work hard to maintain mutual respect and recognition of shared responsibility for the children. However, in a very small minority of cases, the behaviour of a few parents, carers or other connected persons can cause disruption or impair the running of the school.

In times of trouble or distress, some people may act out of character. There may have been upsetting or distressing circumstances leading up to a concern or a complaint. Neither school staff nor Management Committee nor the Local Authority will view behaviour as unacceptable just because someone is forceful or determined. All complainants have the right to be heard, understood, and respected. However, complainants are expected to be polite and courteous in their dealings with the school and Management Committee members. Aggressive or abusive behaviour, unreasonable demands or unreasonable persistence by complainants will not be tolerated.

People working in and for schools have a right to work in a safe environment that does not put them at risk either physically or in terms of their mental health and wellbeing. All members of the school community have a right to protect their professional reputation.

Definition of unacceptable behaviour

Unacceptable behaviour is aggressive, abusive, or insulting behaviour or language from a parent or visitor that makes a member of staff or pupil feel threatened or is untrue and harmful to the staff or officer or school's reputation.

We consider that such behaviour or language from a parent or visitor presents a real risk to staff or pupils. Such behaviour can be demonstrated through face-to-face contact, on the telephone, during virtual meetings or in written communication (including social media). The following is not an exhaustive list but seeks to provide illustrations of such behaviour:

- Disruptive behaviour which interferes or threatens to interfere with any of the school's normal operation or activities anywhere on the school premises.
- Any inappropriate behaviour on the school premises.
- Using loud or offensive language or displaying temper.

- Threatening in any way, a member of staff, visitor, fellow parent, carer, or pupil.
- Damaging or destroying school property.
- Sending abusive or threatening emails or text/voicemail/phone messages or other written communications (including on social media) to anyone within the school community.
- Defamatory, offensive, or derogatory comments regarding the school or any of the pupils/parents/staff/ Management Committee at the school on social media or other sites
- The use of physical, verbal or written aggression towards another adult or pupil. This includes physical punishment of your own child on school premises.
- Recording a staff member by audio or visual means without their documented and informed consent. Any recorded information that is gained without consent by parents/carers will not be admissible as evidence in any communication with the school, including the complaints procedure.

Such behaviour may constitute a criminal offence, and the school will report such offences to the Police as required and, in some situations, may be obliged to report under the Wales Safeguarding Procedures.

The school will always try to deal with concerns raised by parents in a professional and appropriate manner and understands that parents may not always realise when they have used social networking sites inappropriately. Therefore, as a first step, the school will usually discuss the matter with the parent to try and resolve the matter and to ask that the relevant information be removed from the social networking site in question. If the parent refuses to do this and continues to use social networking sites in a manner the school considers inappropriate the school may take further action in accordance with the provisions of this policy. This may include civil legal remedies for defamation slander and libel by either the school, the Local Authority or individual staff or officers. Where it appears a crime has been, or may be, committed then the school or individual school staff or officers may request police involvement.

Unacceptable, unreasonable or vexatious conduct and the complaints procedures

Cysgod y Coed defines unreasonable or vexatious behaviour in connection with formal complaints as that which hinders our consideration of complaints, or ability to communicate with an individual effectively, because of the frequency or nature of the complainant's/individual's contact with the school, such as, if the complainant or individual:

- refuses to articulate their complaint or specify the grounds of a complaint or the outcomes sought by raising the complaint, despite offers of assistance
- refuses to co-operate with the complaints investigation process
- refuses to accept that certain issues are not within the scope of the complaints procedure
- insists on the complaint being dealt with in ways which are incompatible with the complaints procedure or with good practice
- introduces trivial or irrelevant information which they expect to be taken into account and commented on
- raises large numbers of detailed but unimportant questions, and insists they are fully answered, often immediately and to their own timescales
- makes unjustified complaints about staff who are trying to deal with the issues, and seeks to have them replaced
- changes the basis of the complaint as the investigation proceeds
- repeatedly makes the same complaint (despite previous investigations or responses concluding that the complaint is groundless or has been addressed)

- refuses to accept the findings of the investigation into that complaint where the school's complaint procedure has been fully and properly implemented and completed including referral to the Department for Education
- seeks an unrealistic outcome
- makes excessive demands on school time by frequent, lengthy and complicated contact with staff in person, in writing, by email and/or by telephone
- uses threats to intimidate
- uses abusive, offensive, or discriminatory language or violence
- knowingly provides falsified information
- publishes unacceptable information on social media or other public forums
- unreasonably maligns a person's professional reputation and makes allegations or assertions either face to face, online or in any form of communication which are untrue or without evidential basis.

Complainants should try to limit their communication with the school that relates to their complaint, while the complaint is being progressed. It is not helpful if repeated correspondence is sent (either by letter, phone, email or text), as it could delay the outcome being reached.

Whenever possible, the headteacher or chair of the Management Committee will discuss any concerns with the complainant informally before applying an 'unreasonable' marking.

If the behaviour continues, the headteacher will write to the complainant explaining that their behaviour is unreasonable and ask them to change it. For complainants who excessively contact Cysgod y Coed causing a significant level of disruption, we may specify methods of communication and limit the number of contacts in a communication plan. This will be reviewed after six months.

In response to any serious incident of aggression or violence, we will immediately inform the police and communicate our actions in writing. This may include barring an individual from Cysgod y Coed. Schools are not public places and although parents and carers have rights to attend and enter school premises for legitimate proper purposes, The Education Act of 1996 states that it is an offence for a trespasser on school premises to cause a nuisance or disturbance. The school is entitled to withdraw the implied right a parent or carer has to enter the school if that parent or carer is violent or aggressive. If the parent or carer then enters the premises, they are in breach of the law, and they can be prosecuted in the criminal courts.

This policy applies to all those that engage with the school and not just to parents. It applies to all forms of communication whether online or otherwise the school and /or the Local authority may also take rely upon other legal remedies including injunctive action to protect staff or civil defamation actions to protect the reputation of staff and officers where there is slanderous or libellous communication that affects their reputational rights.

Behaviours which can lead to a ban include but are not limited to:

1. Physical or verbal threats towards staff, pupils, or other parents
2. actual violence,
3. damage to property
4. refusal to leave when asked
5. disruption of the running of the school
6. general abusiveness

Sometimes a staged approached supported by formal written notification will be appropriate but in each case the headteacher will decide whether the situation has reached the threshold for

needing an actual ban. In extreme circumstances, i.e. if the incident is considered to be very serious, then s/he can issue a short-term temporary ban immediately, if required in order to protect the school community.
If the issue presents a less immediate threat then the headteacher will consider issuing a warning letter which says that repeats of such behaviour will likely result in a ban. Events may occur in a number of stages, and it may be that upon consideration by the headteacher that a warning letter needs to be issued.

The school will write to the parent/carer or individual setting out:

- what has happened and why it is unacceptable
- that the school will consider banning the parent/carer from the school premises
- give a clear explanation of why the ban is proposed
- give the parent/carer 5 working days to respond in writing giving their own version of events
- state the length of the proposed ban and give a review date.

Following receipt of the written response:

- The headteacher will decide whether to ban the parent/carer
- The parent/carer will be informed in writing within 3 days of the decision taken
- The terms of any ban will be clear, with explicit paths of communication between the school and the parent
- Pick up and drop off for children will be taken into consideration
- A date for the review will be given, which will take account of what has happened in the interim period
- If no further concerns have arisen regarding the parent's behaviour, a meeting date will be set which will seek to re-establish a productive working relationship between the school and the parent/carer

If a parent/carer wishes to appeal against a ban, they may do so in writing (following the complaints procedure). The first stage of this appeal will be undertaken by an appointed member who would invite the headteacher to review the matter with a view to lifting the ban. If the outcome to this stage is that the ban is still in place, then the parent may appeal further to a panel of Management Committee according to the usual complaints process.

In some cases, the unacceptable behaviour is so extreme (for example, an assault on a member of staff) that the headteacher may feel that there is no alternative but to impose a lengthy or permanent ban. In criminal cases the headteacher should inform the police and should contact their legal advisors and the Local Authority. Consideration will also be made as to whether there is a duty to report that arises for any vulnerable adults or children who may be affected by the behaviours under the Wales Safeguarding Procedures. Safeguarding Wales

Ensuring the needs of learners are supported where a ban has been imposed
When seeking a resolution to this type of issue, the progress and well-being of the parent's child(ren) will be fully considered. Actions put in place will be reasonable and proportionate. The parent and carer will have the opportunity to put their views forward at every stage. In the case of the imposition of conditions or a ban from school, robust review processes involving the Management Committee are in place to ensure fairness.

The purpose of this policy is to provide a reminder to all parents, carers and visitors to our school about the expectations around the conduct of all parents and visitors connected to our school. We understand that everyday frustrations can cause misunderstandings and have a negative impact on our relationships.

Establishing where this happens, that we remain committed to resolving difficulties in a constructive manner through open positive dialogue is essential. In this way we can continue to flourish and progress to achieve, in an atmosphere of mutual understanding.

Behaviour of Staff and professionals

Our school has a separate code of conduct for all our employees and this parent/ carer code is aimed at the wider school community so that all can see and understand the expectations on the behaviour of all those connected with the school. The policy aims to clarify the types of behaviour that will not be tolerated and seeks parental engagement with these expectations. The policy also sets out the actions the school can take should this code be ignored or where breaches occur.

Council employees including those employed in schools are bound by the Local Authority Code of Conduct based on the recommendations of the Committee on the Standards of Conduct in Public Life.

Many school employees are also required to be registered with the Education Workforce Council (EWC) and this creates additional professional conduct obligations upon school professionals.

The EWC's Code of Professional Conduct and Practice ('the Code') sets out the standards expected of those education staff who are required to be registered with the EWC and is intended to support and guide their behaviours and judgements as professionals working in education and training roles in Wales.

All registered school staff should adhere to the professional code of conduct Code of Professional Conduct and Practice (ewc.wales) Failure by a registrant to adhere to the Code may call their registration with the EWC into question. The EWC has legal powers to investigate and hear cases of alleged unacceptable professional conduct, serious professional incompetence, and criminal offences involving registrants.

The school's approach to dealing with incidents where a ban may be needed or where the behaviour may be deemed unacceptable, unreasonable or vexatious.

If a parent/carer/visitor behaves in an unacceptable way that is harmful to the school reputation or towards a member of the school community, the Headteacher or appropriate senior leader will assess the level of risk before deciding on a future course of action. The course of action will be reasonable and commensurate with the assessed level of risk.

These measures may be considered necessary regardless of whether the formal complaint process has been initiated or is in process.

Recording of Incidents

Staff and pupils subject to abuse and witnesses will make written statements about incident(s) which will be kept in a file with subsequent letters. This file will be kept by the office staff. Depending on an assessment of the risk of retaliation to witnesses or individuals, statements made by adults may be made available to the parent if they request it. This also applies to CCTV

where available. Information may be redacted and will only be shared in some cases after legal authorisation to do so.

The school's response

Following the completion of the risk assessment, the Headteacher will decide the level of action to be taken.

Actions may include the following:

1. Clarify to the parent what is considered acceptable behaviour by the school
   In some instances, it may be appropriate simply to ensure the parent is clear about behaviour standards expected by the school. This could be explained by letter from the school. This letter may contain a warning about further action if there are further incidents. The parent/carer will be invited to speak or write to the Headteacher with his/her version of events within 10 working days. Depending on the parent's response a meeting may then be held to discuss the situation, seek a resolution and to agree how similar problems can be avoided in future.
2. Invite the parent to an informal meeting to discuss events This could be helpful to discuss and diffuse the situation. The safety and well-being of those attending such a meeting must be carefully considered. Members of school staff will always be accompanied by at least one other colleague at any such meeting. Consideration will be given to the seating arrangements, and care taken to ensure exits are unblocked to ensure those who wish to or need to leaver for any reason are able to do so at all times.
3. The main points of discussion and any agreed actions will be noted, and a follow-up letter or e-mail sent to confirm the school's expectations and any agreed actions.
4. Consider if it is necessary to impose conditions on the parent's contact with the school and its staff.

Although fulfilling a public function, schools are private places. The public has no automatic right of entry. Parents and carers of enrolled pupils have an 'implied licence' to come onto school premises at certain stated times. It is for schools to define and set out the extent of such access. Depending on the type, level or frequency of the unacceptable behaviour, the school may consider imposing conditions on the parent's contact with the school. These conditions may include (but are not exclusively):

- Being accompanied to any meeting with a member of school staff by a member of SLT
- Restricting contact by telephone to named members of the senior leadership team
- Restricting written communications to named members of the senior leadership team
- Restricting attendance at school events to those where the parent will be accompanied by a member of the senior leadership of the school
- Any other restriction as deemed reasonable and proportionate by the Headteacher.

In this case the parent will be informed by letter from the Headteacher the details of the conditions that are being imposed. The parent would then be given 10 working days from the date of that letter to make representations in writing or in person about the conditions to the Chair of the Management Committee. The Chair of the Management Committee will, with support of a panel, then decide whether to confirm or remove the conditions. This would be communicated to the parent in writing within 10 working days of the date of the parent's/carer's letter.

If the decision is to confirm the conditions imposed, this decision will be reviewed by the school after approximately six months (and every six months after that, if appropriate). The parent will be invited to make written representation to the Management Committee. This and the evidence from

the Headteacher will be considered at a meeting of the full Management Committee. Members may decide to maintain, extend, or remove the conditions. The decision of the review will be communicated to the parent by the clerk to the Management Committee within 10 days of the date of the meeting.
When deciding whether it will be necessary to maintain, extend or remove the conditions, Members will consider the extent of the parent's compliance with the conditions, any appropriate expressions of regret and assurance of future good conduct received from him/her and any evidence of the parent's cooperation with the school in other respects.

Imposing a ban
Where other procedures have been exhausted and aggression, problematic behaviour or intimidation continues **or** where there is an ongoing or immediate need to impose a ban for reasons of health and safety such as where there has been an act of violence then the school may consider banning the individual from school premises. This will include banning a parent from accessing school staff by written communication or telephone. Measures to ensure any pupil impacted by a parental ban is able to attend school fully and with suitable emergency contact measures in place will be considered and detailed.

In these circumstances, the individual would be advised in writing by the Headteacher that a provisional ban is being imposed. The parent would then be given 10 working days from the date of that letter to make representations about the ban in writing to the Chair of Management Committee.

The Chair of the Management Committee would then decide, with a panel, whether to confirm or remove the ban. This would be communicated to the parent in writing within 10 working days of the receipt of their letter.
If the decision is to confirm the ban, parents in these circumstances will be offered an annual meeting about their child's progress, usually with a member of senior staff.

A decision to impose a ban will be reviewed by the Management Committee after approximately six months (and every six months after that, if appropriate). The parent/carer will be invited to make written representation to the members; this and the evidence from the Headteacher will be considered at a meeting of the full Management Committee meeting. Members may decide to remove the ban, extend the ban or impose conditions on parent's/carer's access to the school. The decision of the review will be communicated to the parent/carer by the clerk to the Management Committee within 10 days of the date of the meeting. In deciding whether to remove or extend the ban or impose conditions, Members will consider the extent of the parent's/carer's compliance with the ban, any appropriate expressions of regret and assurance of future good conduct received from him/her and any evidence of the parent's co-operation with the school in other respects.

Removal from school
Parents and Carers who have been banned from the school premises and continue to cause a nuisance will be considered as trespassers. In these circumstances the offender may be removed from school. The school may need to contact the Police in this situation. Legal proceedings may be brought against this person. Some incidents may trigger the professional duty to report under the Wales Safeguarding Procedures. Safeguarding Wales

Complaints policy

Any parental/carer or pupil complaint that arises from incidents of abusive behaviour will be dealt with under the complaints policy.

Monitoring by the Management Committee

This policy is reviewed annually by the Management Committee.

All actions taken under this policy are also monitored by the members. Details of incidents are reported to the Management Committee as part of the Headteachers Safeguarding report. Parents' names and details are not identified in the report.

Equality Statement

This school recognises that people have different needs, requirements and goals and we will work actively against all forms of discrimination by promoting good relations and mutual respect within our community and between pupils, parents / carers, staff, Management Committee, and partners.

We will also work to create equal access to support, for everyone, irrespective of ethnic origin, sex, age, marital status, sexual orientation, disability, gender reassignment, religious beliefs or non-belief, use of Welsh, BSL or any other language, nationality, responsibility for any dependents or any other reason which can be shown to be justified.

Appendix 1 Cysgod y Coed Partnership Agreement

At Cysgod y Coed, we believe that positive outcomes for young people are achieved when staff, learners and families work together with honesty, respect and kindness. This agreement sets out what we can expect from one another.

Our Commitment to Learners and Families

We will:

- Provide a safe, welcoming and inclusive environment.
- Build positive relationships based on trust, respect and understanding.
- Deliver learning that meets individual needs, interests and aspirations.
- Keep families informed about progress, attendance, wellbeing and any concerns.
- Listen to the views of learners and families and involve them in decision-making.
- Respond to concerns openly, fairly and respectfully.
- Support learners to develop confidence, resilience, independence and positive relationships.

What We Ask of Learners

Learners will:

- Attend and engage with their agreed provision as regularly as possible.
- Treat other learners, staff and visitors with respect.
- Follow reasonable instructions from staff.
- Take care of the learning environment, equipment and resources.
- Be honest and seek support when they need it.
- Contribute to creating a safe and positive community for everyone.

What We Ask of Parents and Carers

Parents and carers will:

- Work in partnership with staff to support their child's learning and wellbeing.
- Promote regular attendance and engagement with provision.
- Inform us of any issues that may affect their child's wellbeing, attendance or learning.
- Communicate concerns respectfully and through appropriate channels.
- Treat staff, learners and other families with courtesy and respect.
- Attend meetings and reviews wherever possible.

Respectful Communication

We are committed to working positively with families and expect all communication to remain respectful.

We will not tolerate:

- Threatening, intimidating or abusive behaviour.
- Discriminatory language or behaviour.
- Aggressive communication in person, by telephone, email, social media or other platforms.
- Actions that place staff, learners or families at risk.

Where concerns arise, we will always seek to resolve matters through discussion and restorative approaches wherever possible. In serious cases, restrictions on communication or access to provision may be considered to protect the safety and wellbeing of others.

Working Together

By working together respectfully, we can create the conditions that allow every learner at Cysgod y Coed to feel safe, valued, successful and ready to achieve their potential.

Learner: _____ Date: _____

Parent/Carer: _____ Date: _____

Cysgod y Coed Representative: _____ Date: _____

Appendix 2 - Risk Assessment – key considerations to support decision making

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

Risk Assessment prompt Questions for Head Teachers

Has the individual been verbally aggressive/threatening/intimidating?
Has the individual been physically aggressive/threatening/intimidating?
Has the individual published unacceptable material or been abusive or threatening via social media or other public forums about the school, its staff or pupils?
Has the individual been unreasonably persistent with their correspondence?
Has the individual been occasionally or persistently abusive to school staff, pupils, or visitors? Have pupils witnessed aggressive/threatening/intimidating behaviour from the individual? Have pupils been approached inappropriately by the individual?
Do members of the school staff/community feel distressed or intimidated by the individual's behaviour?
Does the individual have a known previous history of aggression/violence? (Information can only be sought from the police when an official complaint has been made).

What evidence is there to support any of the above findings? What do any witnesses say happened? 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?

All incidents where staff feel they are threatened or vulnerable must be recorded in full including line managers comments and reported via the Violence at Work form. Certain incidents involving violence must also be reported to the Health and Safety Executive. Consider if police reporting is needed and if a duty to report arises under the Wales Safeguarding Procedures.

Some parents, carers or stakeholders may covertly record meetings and then seek to use the information obtained to support their case, and therefore schools should state explicitly that information obtained without permission will not be permissible.

There is no obligation for staff to agree to the electronic recording of conversations/meeting. Covertly recording meetings will be considered unreasonable behaviour. The subsequent use of any such recordings is governed by Data Protection Legislation and advice can be sought from the Council's Information Management Team should this issue arise.

Involvement of the Community Safety Partnership

There are several stage actions in place that can be used by the Community Safety Partnership/ Environment and Public Protection Team within MCC to tackle anti-social behaviour committed by individuals. In conjunction with key agencies, the team will look to tackle this behaviour by way of interventions or enforcement action if this is needed. There are several processes in place ranging from warning letters through to more serious sanctions. Advice and Guidance can be sought from: Monmouthshire Country Council: Community and Partner Development Manager, Community

Safety Lead, Health and Safety Corporate Manager, the Chief Officer for Children. and Young People, Vulnerable Learner Lead (VLL) and the Lead Officer for Safeguarding in Education (LOSIE)

Calling for police assistance 999 or 101

If the situation escalates to such a degree that you feel the wider school community are at potential risk, then you are to instigate the school's formal lockdown or lock in procedure as part of the critical incident procedure.

In an emergency, police assistance should be sought; if the individual(s) is(are) still on the school site, and staff or learners are feeling threatened, then 999 should be dialled immediately. In cases where a ban is in place but is ignored and the person comes onto the school site, the police should be notified immediately. (Staff will need to be aware of the ban and have agreed procedures in place should the person come onto the school site and the risk assessment should detail this).

In situations where there is no immediate threat to staff, pupils, other members of the school community or the school's property, Headteachers may still wish to make their Local Neighbourhood Policing team aware of the situation. This must be done via 101, where a record of the incident will be made, and the appropriate neighbourhood team supervisor notified. They, in turn, will then ensure that the matter is referred to the most suitable resource.

Legal Routes where a ban is not adhered to:

Where individuals persist in coming onto the school site even when permission to do so has been withdrawn, it is possible for legal proceedings to be pursued. The options include: Prosecution under section 547 of the Education Act 1996 and under the Anti-Social Behaviour Crime and Policing Act 2014 is possible in rare cases as a last resort and with suitable evidence.

Restraining orders or prosecution under the Protection from Harassment Act 1997 is possible for cases where someone causes alarm or distress to another person on more than two occasions.

Individual cases should be discussed with Monmouthshire Country Council officers as appropriate: Community and Partner Development Manager, Community Safety Lead, Health and Safety Corporate Manager, the Chief Officer for Children. and Young People, Vulnerable Learner Lead (VLL) and the Lead Officer for Safeguarding in Education (LOSIE) to decide the most appropriate response.

There should be clear and detailed records of all events which must be kept up to date. Any witness statements (where appropriate) and notes of any subsequent meetings held to discuss the events should also be retained by the school. Notes should be signed and dated by those individuals involved.

Any physical evidence should be retained, and witnesses should be asked to make a record of exactly what they saw and heard at the earliest opportunity, to the police.

All incidents culminating in a parent, carer or stakeholder being banned from a school site should be reported to the Health, Safety and Wellbeing Manager. This should include details of the perpetrator, date the ban came into force, length of the ban, dates of review and brief overview of the incident. The local authority via the Health, Safety Manager should be notified of this in addition to any related Health and Safety at Work Act compulsory reporting, within 5 working days of the ban being enforced.

Support for Employees

If a member of staff is unfortunate enough to be one of the very small minority subject to serious physical and/or verbal abuse, there are a variety of sources of potential support available to them.

In such circumstances, the immediate and ongoing support of colleagues will be invaluable.

All employees will be made aware of Wellbeing Solutions support via the People Hub on the Wellbeing pages and the services it can provide which may include counselling.

Education Staff should be alerted to the Education Support Partnership 08000 562 561, a UK charity providing mental health and wellbeing support services to all education staff, organisations and trade unions are also likely to be a source of assistance.

Removal of Online Content

The Professionals Online Safety Helpline (POSH) has advice and resources for education professionals. Professional reputation - UK Safer Internet Centre

Appendix 3 - Letter templates for use by schools when parental conduct has been unacceptable or unreasonable.

Warning	Model letter 1: This is an initial letter from the Headteacher to ensure the parent or carer is clear about behaviour standards expected by the school.
Imposing conditions on the parent's attendance at school events	Model letter 2: This letter contains a warning about further action if there are other incidents. The letter invites a written response and suggests a meeting with a senior leader.
	Model letter 3: This is a letter from the Headteacher informing parents of the school's decision to impose conditions on the parent's attendance at school events, pending review by the Chair of the Management Committee.
	Model letter 4: Letter from the Chair of the Management Committee informing parent or carer of the decision to confirm or remove the conditions
Imposing a ban	Model letter 5: Letter from Headteacher informing parents of the school's intention to impose a ban on their attendance at school premises, pending review by the Chair of the Management Committee
	Model letter 6: Letter from the Chair of the Management Committee informing parent or carers of the decision to confirm or remove ban
Reviewing the decision to impose conditions or impose a ban	Model Letter 7: Letter from the school requesting a statement from parents to the Management Committee for review of decision. Model letter 8: Letter from the school to confirm the outcome of further reviews of decisions where the imposition of conditions/ban has been extended or removed.

Model Letter 1: Reminder (sent by Headteacher) – 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 XXXXX School.

(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. Our school is underpinned by a set of positive shared values including ….{ insert school values pupil ethos }

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

Headteacher

Model Letter 2: Warning (sent by Headteacher) – 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 student or visitor at XXX School.

(Add factual summary of the incident and of its effect on staff, pupils, and other parents.)

I must inform you that the school 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 should 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 *myself or a member of the Senior Leadership Team* to discuss the situation and how it can be avoided in the future.

Yours sincerely

Headteacher

Model Letter 3: Imposing conditions on the parent's attendance at school events, pending review (sent by Headteacher) – 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 School, 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 headteacher) by email

✓ You may not attend any events for parents except those where you will be accompanied by a member of the senior leadership of the school.

✓ Other as are reasonable and proportionate

The restrictions above are provisional until they have been reviewed by a Management Committee panel. Please consider them to be in force until you receive their confirmation.

This panel, will need to decide whether it is appropriate to confirm or overturn this decision. 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. The Chair will then write to you with the outcome of their decision.

If on receipt of your comments, the Management Committee confirm that my decision should be upheld, you will be supplied with details of how the conditions will be reviewed by the full Management Committee.

Yours sincerely

Headteacher

Model Letter 4: Letter to confirm or overturn Headteacher's decision to impose conditions

(sent by Chair of the Management Committee – to amend as necessary)

Dear

…… wrote to you on (date) to detail concerns about an incident when your behaviour towards (name) fell short of what we would expect on behalf of the children, staff and the school community. You will be aware that s/he has written to you previously about your behaviour towards staff/ others.

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 the Headteacher's report and your letter, I have determined that the decision to impose conditions on your contact with school should be confirmed. The conditions are as follows:

• (Copy conditions from HT's letter)

This decision will be reviewed by the Management Committee in approximately six months' time. 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 co-operation with the school in other respects.

OR

In the circumstances, and after further consideration of the Headteacher's report and your letter, I have determined that the decision to impose conditions on you should be overturned. You may hence attend school events as normal. However, should there be a repeat of inappropriate behaviour towards staff / others all of the above sanctions may be applied.

Yours sincerely

Chair of Management Committee

cc: Headteacher

Model Letter 5: Imposition of a ban on contacting or attending the school, pending review

(sent by Headteacher) – to amend as necessary

Dear

I have received a report from the (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 Management Committee, 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 recommending imposing a ban on you attending or contacting the school. This means you may not attend school for any reason whatsoever. You must not make contact with any member of staff by telephone or e-mail. 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 leadership team. I will contact you to arrange this at the time of the next Parents' Evening.

The restrictions above are provisional until they have been reviewed by the Chair of the Management Committee.

Please consider them to be in force until you receive their confirmation.

The Management Committee panel will need to decide whether it is appropriate to confirm or overturn this decision. Please 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.

If on receipt of your comments, the Management Committee panel will consider if my decision should be confirmed, you will be supplied with details of how this ban will be reviewed by the Full Management Committee.

Yours sincerely

Headteacher

cc: Chair of Management Committee

Model Letter 6: Letter to confirm or overturn Headteacher's decision to impose a ban

(sent by chair of Management Committee) – to be amended as necessary

Dear

……. 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 school. You will be aware that s/he has written to you previously 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 the Headteacher's report and your letter, 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 make contact with 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 the full Management Committee. We will write to you in advance of the meeting of the full Management Committee 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.

OR

In the circumstances, and after further consideration of the Headteacher's report and your letter, I have determined that the decision to impose a ban should be overturned. You may hence attend school events as normal. However, should there be a repeat of inappropriate behaviour towards staff all of the above sanctions may be applied.

Yours sincerely

Chair of Management Committee

cc: Headteacher

Model Letter 7: Letter from Management Committee requesting parents' statement for review by the Management Committee panel

(sent by Management Committee) – to be amended as necessary

Dear

…….. wrote to you on (date) to detail concerns about your behaviour towards school staff/students fell short of what we would expect as a school. As a result of this incident, conditions were imposed on you/a ban was imposed.

This decision will be reviewed by the Full Management Committee at their next meeting on (date).

I am writing to ask whether you would like to make a written statement to Management Committee for their consideration in making the decision whether to remove the restriction or extend it.

If you should wish to make a written statement, please can you e-mail it to me at (address) by (date – parents should be given 10 days to respond).

Yours sincerely

Chair of the Management Committee

cc: Headteacher

Model Letter 8: Letter detailing outcome of Full Management Committee **review**

(sent by Chair of Management Committee) – to be amended as necessary

Dear

I wrote to you on (date) to request a statement to enable the Management Committee to review the school's decision to impose conditions/ban you from attending school premises.

I have not received a written response from you/I have received a letter from you dated ……, the contents of which were considered carefully by the Management Committee at their meeting on (date).

In the circumstances, and after further consideration of the Headteacher's report (and your letter), members have determined that the decision to impose conditions/ban you from attending or contacting school attend should be confirmed. The conditions of your attendance on site are as follows:

✓ 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 …….. or ……. (named contacts)

✓ You may not attend any events for parents except those where you will be accompanied by a member of the senior leadership of the school.

✓ Any other condition imposed

OR

• You must not attend any event in school except for an annual meeting about your child's progress. This meeting will be conducted by a member of the senior leadership team.

• You may not contact by telephone or in writing any member of staff.

This decision will be reviewed again in six months' time. 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.

OR

In the circumstances, and after further consideration of the Headteacher's report and your letter, members have determined that you should once again be allowed to attend parents' events as usual. All conditions have been removed. However, should there be a repeat of inappropriate behaviour towards staff this decision may be revoked.

Yours sincerely

Chair of the Management Committee

cc: Headteacher

Appendix 4: 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, but staff may not know how to handle such a call. This guidance has been produced to assist staff if they are faced with such a situation.

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.

Always

- remain calm and polite
- stay in control of the situation
- actively listen – repeat information back to the caller to test understanding of the issue and gain their agreement. Inform the caller they are trying to help them
- be positive and say what you can do
- be clear and avoid using jargon
- if necessary, apologise for an error and take action to put it right
- if you must go and get some information, let the caller know why you are putting them on hold
- and do not leave them for a long time. Update them as necessary
- make notes of the conversation
- follow the procedure below if appropriate
- refer the caller to the Headteacher, the deputy Headteacher, etc. if necessary.

Never

- respond in the same manner as an abusive caller
- take it personally
- allow yourself to be bullied
- slam the phone down.
- Script for abusive telephone calls

When the caller starts to raise their voice/be abusive:

Mr/Mrs/Ms... please don't raise your voice/swear at me, I am not raising my voice/being rude to you.

If you continue to raise your voice/be rude to me then I will be forced to terminate the call.

When the caller continues to raise their voice/be abusive:

Mr/Mrs/Ms..... I understand you are upset/frustrated however I am not prepared to continue to be shouted/sworn at so you can either call back when you have calmed down or if you prefer you can put your views in writing.

If, despite the two warnings above, the caller continues to raise their voice/be abusive:

Mr/Mrs/Ms.... I advised you earlier during this call about raising your voice/swearing and you have continued to do this, so I am afraid I am going to have to terminate this call. Hang up.

Further actions

Make a written note of the telephone call and/or enter onto your management information system and then use the incident report form (Appendix D) and report the incident to your line manager.

If the same caller ring back and continues to be abusive, replace the receiver and inform your manager. If, however, the purpose of the call is to apologise, then you should accept the apology, but still inform your manager of the initial call.

This policy was approved by the Management Committee

Signed: … …. Chair of the Management Committee

Date: ……14th October 2026…

Signed: ……J. Parkinson…… Head of Cysgod y Coed

Date: ……14th October 2026……