



Phoenix Infant Academy
Together We Soar

Name of Policy	Unacceptable Behaviour within the School Community
Scope of Policy	The behaviour of all parents and visitors within the school community
Approved by	Principal
Date of Approval	September 2024
Review Period	3 Years
Review Date	September 2027

GROWING STRONGER TOGETHER



**THAMES LEARNING
TRUST**

Introduction

Phoenix Infant Academy carries out all of its work in line with the values of 'Safety, Kindness, Respect, and Trying our Best'. As part of this, the school:

- Promotes the Equality Duty as per the Equality Act 2010 with regard to the protected characteristics of race, disability, sex, age, religion or belief, sexual orientation, pregnancy and maternity, gender reassignment and marriage and civil partnership.
- Does all it can to ensure that the wellbeing of staff is paramount and that staff are looked after.
- Will maintain proper standards of professionalism, integrity, conduct and concern for the public interest and the safeguarding and wellbeing of children.
- Applies policies consistently and fairly.
- Operates safe working conditions .

Phoenix Infant Academy should offer a safe, calm and welcoming environment for staff, children, families and members of the wider community. We expect all visitors, parents and carers to act in a reasonable way, ensuring that the school is a safe, orderly environment in which children can learn and staff can work. This policy sets out a framework for dealing with those rare occasions in which visitors, parents, carers or other members of the public may express a negative or inappropriate attitude which is aggressive, verbally or physically abusive, or intimidating.

The school does not tolerate bullying or harassment of any kind (including sexist, racist, homophobic or transphobic bullying). Where the behaviour of visitors, parents or carers falls below the acceptable standards, the school will act in accordance with this guidance.

Unacceptable standards of behaviour

Types of behaviour which are unacceptable and will not be tolerated include:

- Conduct which undermines the safe and calm environment in a school, either in a school office, classroom, around the school site, on or immediately outside of the school grounds or on a school trip.
- Using loud or offensive language, such as swearing, or displaying an unacceptable amount of anger and aggression.
- Verbal abuse of, threatening physical violence or physical aggression towards another member of the school community. This includes physical punishment of your own child or approaching someone else's child in order to chastise them.
- Damaging school property.
- Telephone calls, emails, letters or other forms of written communication that include any inappropriate language or verbal abuse

- Defamatory or derogatory comments about school staff or trustees on social media sites or open forums.
- Conduct or communication with members of staff that is offensive, humiliating, intimidating, hostile, or degrading.
- Any other conduct that may amount to a criminal offence or bring the school into disrepute.

This list is not intended to be exhaustive.

What happens in the event of unacceptable behaviour?

Where a visitor, parent or carer displays unacceptable behaviour as detailed above, the School or Trust will take proportionate action. This may include considering banning the offending person from entering the school premises, contacting the appropriate authorities or taking legal advice and action.

In the event that the behaviour may present a safeguarding risk, the school's safeguarding policy will be followed.

Reporting other concerns

Concerns about the behaviour of children will be dealt with using the school's behaviour policy.

Concerns about staff conduct should be raised using the school complaints policy.

The school will not usually intervene in parental concerns about the conduct of other parents that take place outside of the school, however if a parent does have a safeguarding or other significant concern that would affect the wellbeing of a child, they should speak to a member of the school leadership team.

Issues of conduct with the use of Social Media

It is accepted that many members of the school community take part in online activities and social media. In many instances activity related to the school is positive and helps build the school community. Members of the community are asked to use common sense when discussing school life online.

Social media, whether public or private, should not be used to fuel campaigns or voice complaints against the school, school staff, parents or children. If parents, carers or visitors have any concerns in relation to the school, Trust or staff, the appropriate mechanism is the complaints policy, which can be found on the school or Trust website.

Permission to enter the school premises

Parents and carers have 'implied permission' to enter and be on the school premises for reasons relating to their child / children's education. This means that parents and carers 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, parent consultations, celebration of learning events, assemblies and social events.

Parents do not have a legal right to enter or be on school premises without a good reason.

Other visitors also have 'implied permission' to be on the school premises if they have a reason. For example a delivery person or a member of the public enquiring about something in the school office. Members of the public without a good reason for entering or being on the school premises are trespassing.

Procedure for withdrawing implied permission to be on the school premises

The school has the right to withdraw the 'implied permission' for a parent, carer or visitor to enter or be on the premises if the school or Trust concludes that their behaviour is or has been unacceptable.

If members of the public or visitors who are not parents or carers need to have their 'implied permission' revoked, the Principal will contact the individual or the company that they work for by letter, stating the reasons for the decision to ban them from the site.

For individuals who are parents or carers the following procedure will be carried out by the Principal or, in their absence, the Vice Principal. This may include an investigation.

1. For lower level behaviours the individual will be spoken to privately to let them know that their behaviour is unacceptable. They will be referred to this policy, and reminded that any further instances will require further action. A note should be taken of any conversation of this nature.
2. If a private conversation has already taken place and has not achieved the desired effect, or the behaviour is at a level where that step is not appropriate, then a warning letter will be sent from the Principal or Vice Principal. This will explain that if the unacceptable behaviour is repeated the 'implied permission' will be withdrawn.
3. If, following a warning letter, the behaviour recurs or is sufficiently serious to warrant immediate withdrawal of permission to access the premises, a letter will be sent from the Principal or Vice Principal withdrawing 'implied permission' if possible, they will be verbally informed that they are prohibited from entering or being on the school's premises immediately or soon after the incident.

The following process will then be followed:

- 3.1. The prohibition will initially last for ten school days from the date of the letter. The individual will be invited to provide written comments within five school days of the date of the letter.

- 3.2. The parent would then be given 5 working days from the date of that letter to make representations in writing about the conditions to the Principal as per the TLT Complaints Policy. See the Policy for further details.

If an individual enters the school premises when they have had their 'implied permission' temporarily or permanently withdrawn, the police will be called. If the individual 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.

Conduct amounting to a criminal offence

Where the school believes that a visitor, parent or carer'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 cooperate 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 that individual'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.

Links to other policies

The following policies also refer:

- Bullying
- Equality and Diversity
- Safeguarding
- Online safety
- Code of Conduct
- ICT and internet acceptable use
- Complaints
- Whistleblowing
- School (pupil) behaviour policy