

## **Behaviour Policy**

### **Appendices 3-5- Options for Headteachers in the event of continued breaches of parental behaviour as outlined by the policy.**

These appendices relate to the section in our behaviour policy concerning parents and visitors to the school. The letters are only to be used when other approaches, including restorative meetings, have failed.

The Department for Education advises that schools should have a written policy setting out the behaviour expected of parents/visitors on the premises and the procedures that will be followed when the school wishes to restrict a parent's access to school premises.

The following documents should be used in conjunction with the advice for Headteachers contained in Surrey County Council's document: *Keeping Schools Safe From Abuse, Threats and Violence (2012)*.

[https://www.surreycc.gov.uk/\\_data/assets/pdf\\_file/0018/11457/Keeping-schools-safe-FINAL-VERSION-2012.pdf](https://www.surreycc.gov.uk/_data/assets/pdf_file/0018/11457/Keeping-schools-safe-FINAL-VERSION-2012.pdf)



# St. Paul's Dorking

Church of England (Aided) Primary School

We welcome visitors to our school.

We will act to ensure it remains a safe place for pupils, staff and all other members of our community.

If you have concerns we will always listen to them and seek to address them.

Please be aware, however, that abusive, threatening or violent behaviour will not be tolerated in this school.

Visitors behaving in this way are likely to be removed from the premises and prosecuted.



## *Appendix 4 Model letters*

### *Model letter 1:*

This is an initial warning letter which can be sent by the headteacher when it is felt that further serious incidents will warrant a ban.

### *Model letter 2:*

It is suggested that this letter is sent by the chair of governors when, after full consideration, it is felt a ban is necessary.

Normally this would follow from a warning (letter 1), **though there may be occasions where it is appropriate to move directly to a ban – it is strongly recommended that the Area Schools Officer is consulted in such cases.**

At this point consideration should also be given to any practical issues, in particular to ensure that the pupil(s) concerned can be properly accompanied to and collected from school, and to ensure there can be an effective exchange of necessary information between the school and parent.

At this stage, the ban takes effect immediately, but as the letter indicates, the parent must be enabled to make representations. A period of a week is recommended to allow for this, at the end of which the chair of governors should consider any representations made, then make a decision to either confirm the ban or discontinue it (see model letters 3a and 3b).

### *Model letters 3a/b:*

These letters confirm the outcome of the review of the ban by the chair of governors. In the event that the decision is made to confirm the ban, a date should be included for a further review. This should be for a reasonable period, possibly extending up to three months, but preferably not longer than six months.

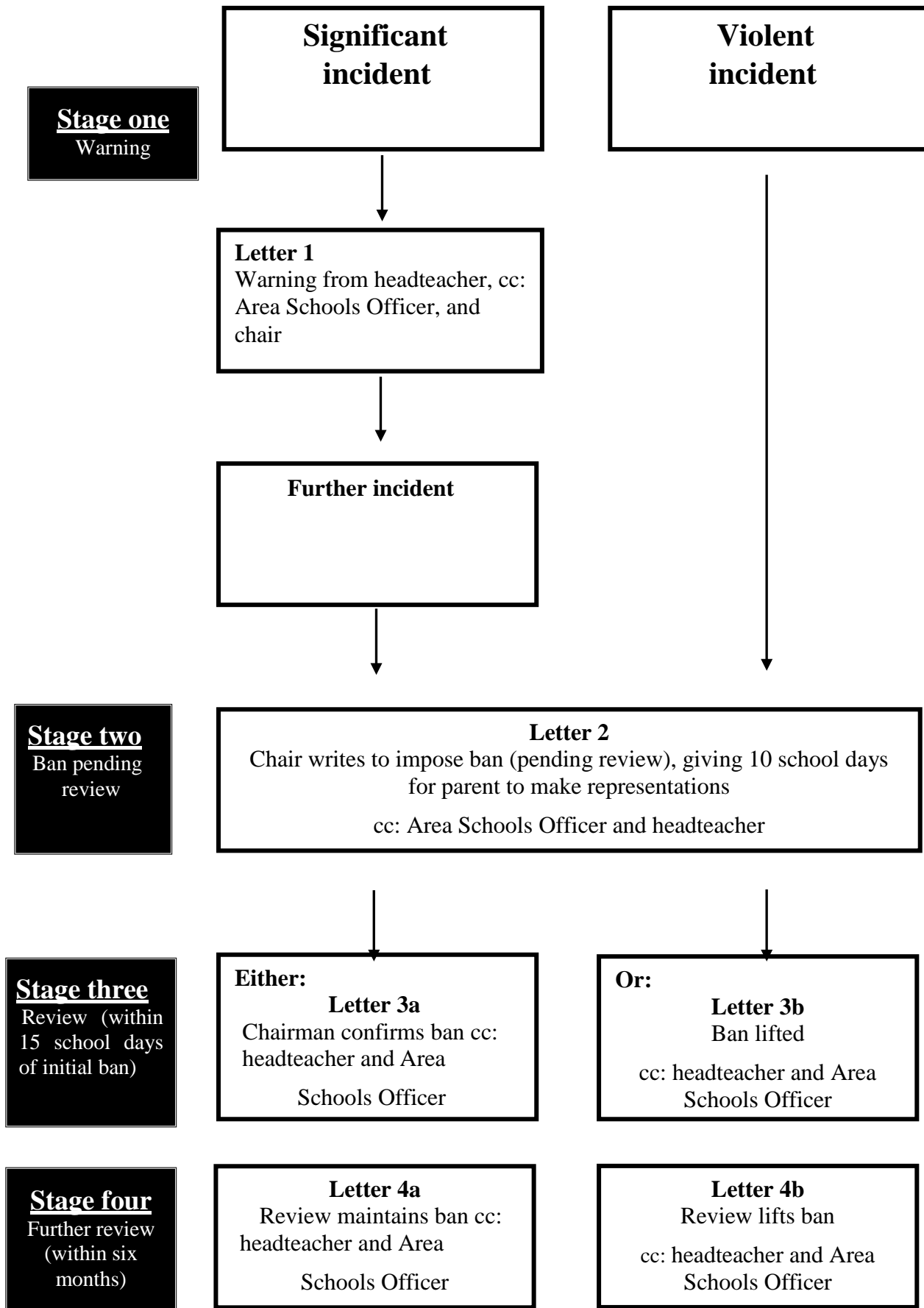
If the parent is dissatisfied with this decision, it is suggested in the model letter that the matter is then appropriately considered by a panel of school governors (equivalent to the fourth stage of the Surrey County Council model school complaints procedure).

### *Model letter 4a/b:*

These letters can be used to confirm the outcome of further reviews of decisions where the ban has been extended. When a review is due to take place it is advisable to notify the parent in advance and invite them to make any representations.

A flowchart showing the process to be followed for a ban is shown overleaf.

*Flowchart for process to ban a parent from the school premises*



## Appendix 3

### Letter 1

*Warning*

**(sent by headteacher)**

Dear

In line with expectations of adult visitors to the school, as outlined in our policy, I am writing to advise you formally that your behaviour towards ..... on

..... was totally unacceptable and I have taken advice on how to proceed.

*Or*

I am very concerned about the unsatisfactory nature of our meeting/telephone conversation on

..... and I have taken advice on how to proceed.

*(add summary of incident and its effect on staff and pupils)*

I have now been able to investigate the incident further and I understand that .....

*Or*

As I witnessed your behaviour myself there is no need for me to investigate the incident further.

**Optional** I am not prepared to continue to accept such behaviour. If parents are unhappy about any aspect of their child's education they can arrange to have a meeting with me at an appropriate place and time.

**Optional** In the circumstances I must ask you not to approach any of my staff directly until further notice, though you will still be able to make contact through me.

For the future I must inform you that any repetition of such behaviour towards any of the school staff, pupils or others connected with the school will be followed by an immediate withdrawal of permission for you to enter the school premises.

I am copying this letter to the Chair of Governors and the Area Schools Officer. Should you wish to discuss the contents of this letter please make an appointment to see me via the school office.

Yours sincerely

Headteacher

cc: Chair of Governors

cc: Area Schools Officer, Surrey County Council

## Appendix 3

### Letter 2

*Withdraw permission pending review (sent by chair of governors)*

Dear

I have received a report from the headteacher of .....School about your conduct on ..... at .....

*(add summary of incident and its effect on staff and pupils) (optional reference to first letter from headteacher)*

I must inform you that the governors, 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. On the advice of the Headteacher, I am therefore instructing you that until I have reviewed this incident, you are not to reappear on the school premises. If you do not comply with this instruction I shall arrange for you to be removed from the premises. If you cause a nuisance or disturbance on the premises you may be prosecuted under section 547 of the Education Act 1996; if convicted under this section, you are liable to a fine of £500.

For the duration of this decision you may bring your child(ren) to school and collect them at the end of the school day, but you must not go beyond the school gate.

**For infant children** – arrangements have been made for your child(ren) to be collected and returned to you at the school gate by a member of the school staff).

Special arrangements can be made for you to meet with the headteacher, if necessary, but this may only be with the written permission of the governors.

The withdrawal of permission for you to enter the school premises takes effect immediately and will be in place for 15 school days in the first instance. I still need to decide whether it is appropriate to confirm this decision. Before I do so, I wish to give you an opportunity to give me in writing any comments or observations of your own in relation to the report that I have received from the headteacher. These comments may be to challenge or explain the facts of the incident, to express regret and give assurances about your future good conduct. To enable me to take a decision on this matter, please send me any written comments you wish to make by **(date 10 school days from date of letter)**.

If on receipt of your comments, I consider that my decision should be confirmed, you will be supplied with details of how to pursue a review of your case.

I am copying this letter to the headteacher and the Area Schools Officer at Surrey County Council.

Yours sincerely

Chair of Governors

cc: Chair of Governors

cc: Area Schools Officer, Surrey County Council

## Appendix 3

### Letter 3a Withdrawal of permission confirmed (sent by chair of governors)

Dear

On ..... I wrote to inform you that on the advice of the headteacher I had withdrawn permission for you to come onto the premises of ..... School. To enable me to determine whether to confirm this decision for a longer period, I gave you the opportunity to give your written comments on the incident concerned by .....

I have not received a written response from you/I have received a letter from you dated ....., the contents of which I have carefully considered.

In the circumstances, and after further consideration of the headteacher's report, I have determined that the decision to withdraw permission for you to come onto school premises should be confirmed. I am therefore instructing that, until further notice, you are not to come onto the premises of the school without the prior knowledge and approval of the headteacher.

If you do not comply with this instruction I shall arrange for you to be removed from the premises of the school. If you cause a nuisance or disturbance on the premises, you may be prosecuted under Section 547 of the Education Act 1996; if convicted under this section, you are liable to a fine of up to £500.

Even though we have taken this decision, the headteacher and staff at ..... School remain committed to the education of your child(ren), who must continue to attend school as normal (insert for primary age children) under the arrangements set out in my previous letter.

This decision will be reviewed again .....**(insert review date which should be within a reasonable period and no longer than six months)**. When deciding whether it will be necessary to extend the withdrawal of permission to come onto the 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.

If you wish to pursue the matter further you have a right to complain to a panel of school governors who have not been involved previously and who will consider the circumstances of the decision to withdraw permission for you to come on to the school site. You can make your complaint by writing to the Clerk to the Governors, c/o ..... School.

**(Where the incident has arisen in the context of a parental complaint against the school, the following may be inserted)** Finally, I would advise you that I have asked the headteacher to ensure that your complaint that..... is considered under the appropriate stage of the school's parental complaints procedure. The school will contact you about this in due course.

Yours sincerely

Chair of Governors

cc: Chair of Governors

cc: Area Schools Officer, Surrey County Council

*Appendix 3*

**Letter 3b**

**Restore permission after review by Chair of Governors (sent by Chair of Governors)**

Dear

On ..... I wrote to inform you that on the advice of the headteacher I had temporarily withdrawn permission for you to come onto the premises of ..... School. To enable me to determine whether to confirm this decision for a longer period, I gave you the opportunity to give your written comments on the incident concerned by .....

I have not received a written response from you/I have received a letter from you dated ....., the contents of which I have carefully considered.

In the circumstances, and after consulting further with the headteacher, I have decided that it is not necessary to confirm the decision and I am therefore restoring to you permission to come onto the school premises, with immediate effect.

**(Optional)** I must warn you, however, that if it should become necessary in the future I shall not hesitate to withdraw permission for you to come onto the school premises once again.

Yours sincerely

Chair of Governors

cc: Chair of Governors

cc: Area Schools Officer, Surrey County Council



**Appendix 3 – Letter 4a**  
**Continue ban after second review**  
**(sent by Chair of Governors)**

Dear

I wrote to you on ..... confirming that permission for you to come onto the premises of ..... School had been withdrawn until further notice. I also advised you I would take steps to review this decision by .....

I have now completed the review. However, after consultation with the headteacher, I have determined that it is not yet appropriate for me to withdraw my decision. **(Add brief summary of reasons).**

I therefore advise that the instruction that you are not to come onto the premises of ..... School, without the prior knowledge and approval of the headteacher remains in place until further notice. If you do not comply with this instruction I shall arrange for you to be removed from the premises and you may be prosecuted under section 547 of the Education Act 1996; if convicted under this section, you are liable to a fine of up to £500.

I shall undertake a further review of this decision by .....**(insert review date which should be within a reasonable period and no longer than six months).**

In the meantime you can write to me with a statement of your views, which I will consider. Yours

sincerely

Chair of Governors

cc: Chair of Governors

cc: Area Schools Officer, Surrey County Council

**Appendix 3**  
**Letter 4b**

**Restore permission after later  
review (sent by Chair of  
Governors)**

Dear

I wrote to you on ..... confirming that permission for you to come onto the premises of ..... School had been withdrawn until further notice. I also advised you I would take steps to review this decision by .....

I have now completed the review. After consultation with the headteacher I have decided that it is now appropriate to restore permission for you to come onto the school premises with immediate effect.

I trust that you will now work together with the school and there will be no further difficulties of the kind which made it necessary to restrict your access to the school premises.

**(Optional)** I must warn you, however, that if it should become necessary in the future I shall not hesitate to withdraw permission for you to come onto the school premises once again.

Yours sincerely

Chair of Governors

cc: Chair of Governors

cc: Area Schools Officer, Surrey County Council

Appendix 4: Incident Recording Form

<b>Date and time of incident</b>	
<b>Details of person(s) assaulted/ verbally abused</b>	
Name	
Address and telephone number	
Role	
<b>Details of perpetrator</b>	
Name	
Address and telephone number	
Relationship to the school	
<b>Details of witnesses</b>	
Witness 1: Name, contact details and relationship to the school	
Witness 2: Name, contact details and relationship to the school	
Witness 3: Name, contact details and relationship to the school	

<p><b>Description of the incident</b></p> <p>(include relevant events leading up to the incident, details of those present, whether weapons were involved etc)</p>	
<p><b>Location of incident</b></p> <p>(attach sketch if appropriate)</p>	
<p><b>Outcome</b></p> <p>(were police called, what happened after the incident)</p>	

<p><b>Any possible contributory factors</b></p>	
<p><b>Is the perpetrator known to have been involved in any previous incidents?</b></p> <p>(if yes, give details)</p>	
<p><b>Were measures in place to try to prevent an incident of this type occurring? Could these be improved?</b></p> <p><b>If no measures were in place, could action be taken now?</b></p>	
<p><b>Name and contact details of police officer(s) involved.</b></p> <p><b>Incident number/ crime reference number</b></p>	
<p><b>Any other relevant information</b></p>	

## **Appendix 5: Dealing with Abusive Phonecalls**

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 telephone 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 have to go and get some information, let the caller know why you are putting them on hold and do not leave them on hold for a long time. Update them as necessary
- make notes of the conversation
- follow the procedure below if appropriate
- refer to the caller to the headteacher, deputy etc.

### **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 or use the incident report form (Appendix 4) and report the incident to your line manager.