



# PARENT, CARER AND VISITOR CONDUCT POLICY

Date of Adoption: 18<sup>th</sup> January 2021

Frequency of Review: Annually

Review Date Due: 18<sup>th</sup> January 2022

Signed: 	Signed: 
Jane Curle <b>Chair of Governors</b>	Jennie Giovanelli <b>Headteacher</b>

## **Aims of the policy**

At Kingsthorpe College 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.

Kingsthorpe College is committed to dealing with all complaints fairly and impartially, and to providing a high-quality service to complainants. We will not normally limit the contact complainants have with our College. 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.

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 or carers can cause disruption, resulting in abusive or aggressive behaviour towards staff and this will not be tolerated. All members of the College community have a right to expect that their College is a safe place.

## **Unreasonable behaviour in relation to complaints**

Kingsthorpe College defines unreasonable behaviour as that which hinders our consideration of complaints because of the frequency or nature of the complainant's contact with the College, such as, if the complainant:

- 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 College's complaint procedure has been fully and properly implemented and completed including referral to the Department for Education
- seeks an unrealistic outcome, such as the inappropriate dismissal of staff
- makes excessive demands on College time by frequent, lengthy and complicated contact with staff regarding the complaint in person, in writing, by email and by telephone while the complaint is being dealt with

- uses threats to intimidate
- where the complainant's behaviour or language towards staff, members of the governing body is abusive, offensive, discriminatory or threatening
- knowingly provides falsified information
- publishes unacceptable information on social media or other public forums
- where the complainant's complaint is clearly frivolous, vexatious and/or has patently insufficient grounds

### **Restricted communication with the school**

Complainants are asked to avoid repeated correspondence in relation to a complaint while it is being progressed, as this could delay the outcome of the complaint being reached.

Whenever possible, the Headteacher or chair of the governing board 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 Kingsthorpe College 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 every six months.

### **Further action**

Where the behaviour is so extreme that it threatens the immediate safety and welfare of staff or members of the governing body, we will consider other options, for example reporting the matter to the police or taking legal action. In such cases, we may not give the complainant prior warning of that action.

### **Restricted access to the school**

Behaviours which can lead to a ban include:

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

The Headteacher will decide whether the situation justifies a removal or restriction to access the school site for a specified period. In extreme circumstances, i.e. if the incident is considered to be very serious, then the Headteacher can issue a short-term temporary ban immediately if required.

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 College will write to the individual setting out:

- what has happened and why it is unacceptable
- that the College will consider banning the individual from the College premises
- a clear explanation of why the ban is proposed
- the length of the proposed ban and a review date
- that the individual has 5 working days to appeal the ban

Following receipt of any such appeal:

- The Headteacher will decide whether or not to proceed with banning the individual from the school site
- The individual 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 College and the individual
- Pick up and drop off of children will be taken into consideration, and in such circumstances parents/carers may need to put in place alternative arrangements
- 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 individual's behaviour, a meeting date will be set which will seek to re-establish a productive working relationship between them and the College

Any appeal against a ban must be in writing (following the College Complaints Procedure). The first stage of this appeal will be undertaken by an appointed governor 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 individual may appeal further to a panel of governors 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.