



THE REGENT SECONDARY SCHOOL

Parental Behaviour Policy

Reviewed by the Principal: October 2024
Previous Review: August 2022
Next Review: October 2025
Approved by the Board: October 2024

Aims

This policy aims to ensure –

1. The safety of Students, Staff and Parents at TRSS.
2. A good example is set for students concerning resolving any grievances.
3. That parents and carers are fully aware of the expected conduct and consequences of any breaches of the policy.

Guidance

This policy clearly sets out expected behaviour and the type of behaviour that is unwelcome. It goes on to explain the consequences of any breach of this acceptable conduct.

Policy Statement

The Board of The Regent Secondary School encourages close links with parents and the community. It believes that pupils benefit when the relationship between home and school is positive.

Our parents, carers and other visitors to our school are keen to work with us and are supportive. However, on the rare occasions when a negative attitude towards the school is expressed, this can result in verbal and/or physical abuse towards pupils at the school, members of school staff or the wider school community.

The Board expects and requires its members of staff to behave professionally in these difficult situations and attempt to defuse the situation where possible, seeking the involvement, as appropriate, of other colleagues. However, all members of staff have the right to work without fear of violence and abuse, and the right, in an extreme case, of appropriate self-defence.

We expect parents and other visitors to behave cordially towards all members of staff and pupils. This policy outlines the steps that will be taken where behaviour is unacceptable. If parents or carers have any concerns, they should first raise them with the Form Tutor. If they are not satisfied with the response, they should refer the matter to the Head of Year Group and when it is beyond this stage, it will be escalated to the Pastoral Team with the Principal and Proprietress in copy.

We consider that aggressive, abusive or insulting behaviour or language from a parent or carer presents a risk to staff or pupils. Unacceptable behaviour is the kind that makes a member of staff or pupil feel threatened; this can be through face-to-face contact, on the telephone, or through written communication (including social media).

Types of behaviour that are considered serious and unacceptable and will not be tolerated:

- Shouting at members of the school staff or pupils, either in person or over the telephone;
- Abusive and or derogatory comments to pupils, school staff, parents or carers;

- Physically intimidating a member of staff, or pupil e.g. standing very close to her/him;
- The use of aggressive hand gestures;
- Threatening behaviour;
- Shaking or holding a fist towards another person;
- Swearing;
- Pushing;
- Hitting, e.g. Slapping, Punching and Kicking;
- Spitting;
- Racist or Sexist comments;
- Sending aggressive or insulting emails or messages;
- Rumor mongering or running the school or staff down on social media or other platforms;
- Breaching the school's security procedures.

This is not an exhaustive list but seeks to provide illustrations of such behaviour. Unacceptable behaviour may result in the police being informed of the incident.

In the immediate response to an onsite incident, the security guards may be asked to remove the aggressor from the premises.

Procedure (Guidance) to be followed

- If a parent/carer behaves in an unacceptable way towards a member of the school community, the Principal or appropriate senior staff member will seek to resolve the situation through discussion and mediation. If necessary, the school's complaints procedures will be followed.
- Breaches of this policy concerning emails and social media will be addressed by the Principal or appropriate senior staff member. They will attempt to resolve the matter through discussion. If this is not possible, and the problem persists, the school reserves the right to withdraw a student's place at TRSS.
- Where all procedures have been exhausted, and aggression or intimidation continue, or where there is an extreme act of violence, aggression, racism, or other serious breach, it is within the Principal's powers to issue an immediate school premises ban. This ban will be for a period of time and is subject to review by the Board.

In imposing a ban, the following steps will be taken:

1. The parent/carer will be informed, in writing, that she/he is banned from the premises, subject to review, and what will happen if the ban is breached, e.g., that police involvement or the student's place be withdrawn.
2. Where an assault has led to a ban, the student's place will be withdrawn.
3. The Board will be informed of any ban or any possible withdrawal of place.
4. Where appropriate, arrangements for pupils being delivered to, and collected from the school gate will be clarified.

Conclusion

Students learn best when there is a positive partnership between home and school. Whilst every effort will be made to work with parents, this will only be possible where parents behave appropriately.

Unfortunately, where a parent's behaviour is either unacceptable or poses a serious threat, it will not be possible to continue working with him/her and, as a final resort, legal action may be taken.

In implementing this policy, the school will ensure fairness and consistency.