



To all parents and carers within our Alliance of 11 Carlisle South primary schools

***The following guidance has been issued regarding acceptable and unacceptable behaviour whilst on school premises.
Please work with us to ensure that our schools are safe and secure for everyone***

Behaviour of Parents and Other Visitors to the School

- All the schools within our Alliance of schools encourage close links with parents and the community. We believe that pupils benefit when the relationship between home and school is a positive one. The vast majority of parents, and others visiting our school are keen to work with us and are supportive of the school. However, on the rare occasions when a negative attitude towards the school is expressed, this can result in aggression, threatening behaviour, written, verbal and/or physical abuse towards a member of the school community.
- Violence, threatening behaviour and abuse against school staff or other members of the school community will not be tolerated.
- All our schools expect and require staff to behave professionally in these difficult situations, and to attempt to defuse the situation where possible, seeking the involvement as appropriate of other colleagues. However, all members of the school community (including other parents and visitors) have the right to visit and work without fear of violence and abuse.
- We expect parents and other visitors to behave in a reasonable way towards other members of the school community. The following outlines the steps that will be taken where parent or visitor behaviour is unacceptable.

1. Types of behaviour that are considered serious and unacceptable

The following list outlines the types of behaviour that are considered serious and unacceptable and will not be tolerated towards any member of any school community. This is not an exhaustive list but seeks to provide illustrations of such behaviour:

- Shouting, either in person or over the telephone.
- Speaking in an aggressive/threatening tone.
- Physical intimidation e.g. standing very close to her/him.
- The use of aggressive hand gestures/exaggerated movements.
- Physical threats.
- Shaking or holding a fist towards another person.
- Swearing.
- Pushing.
- Hitting, e.g. slapping, punching or kicking.
- Spitting.
- Racist or sexist comments.
- Sending inappropriate or abusive e-mails to school staff or to the general school e-mail address
- Publishing or posting derogatory or inappropriate comments which relate to the school, its pupils or staff/volunteers on a social networking site
- Breaking the school's security procedures

Unacceptable behaviour may result in the Police being informed of the incident.

Procedures for Dealing with Unacceptable Behaviour

- a) When a parent or member of the public behaves in an unacceptable way during a telephone conversation, staff at the school have the right to terminate the call. The incident will be reported by staff to the Senior Leadership Team and Governors. The school reserves the right to take any necessary actions to ensure that members of the school community are not subjected to verbal abuse. The school may warn the aggressor, temporarily or permanently ban them from the school site, and/or contact the police.
- b) Prior to a ban being imposed, the following steps will be taken:
- Depending on the severity of the incident, the individual may first be issued with a written warning stating that if a similar incident occurs, the individual concerned will be banned (temporarily or permanently) from the school premises.
 - In more serious cases, the individual will be informed, in writing, that she/he is banned from the premises temporarily, subject to review, and what will happen if the ban is breached.
 - Extreme incidents will result in a permanent ban being enforced immediately. The individual will be informed in writing of the permanent ban but will be given the right to appeal in writing against the decision.
 - In all cases, parents will still have the opportunity to discuss any issues relating to their child with school staff.
 - Incidents of verbal or physical abuse towards staff may result in the police being informed, and may result in prosecution.
- c) If an individual is intimidating, threatening or aggressive towards a member of the school community any interaction will be terminated immediately and the person will be instructed to leave the premises. Further action may be taken by the school.

Any of our Alliance of schools will take action where behaviour is unacceptable or serious and breaches our Code of Conduct.

2. Unacceptable Use of Technology

All the schools in our Alliance of schools, take the issue of **unacceptable use of technology** by any member of the school community very seriously.

We expect parents and other adults within the school community to act responsibly when using on-line technologies. Failure to comply with these expectations could result in parents and/or other adults being banned either temporarily or permanently from the school site, and the incident may be reported to the police.

Acceptable use agreements exist for pupils, staff and governors of all our schools and form part of each school's e-Safety Policy.

We thank all the families and communities members who do support our schools, ensuring that they treat members with respect and courtesy. If you have any queries about anything written in this statement please do contact your school's head teacher.

Yours faithfully,

Alliance Head teachers – *L. Smith (Brook Street Primary), Amanda Evans (Inglewood Infants), David Grimshaw (Inglewood Juniors), Nick Paige (Norman Street Primary), Jose Hodgkins (Petteril Bank Primary), Sue Blair (Pennine Way Primary), Jackie Watson (Scotby Primary), Pauline Moss (St Cuthberts Catholic Primary), Chris Wilkins (St Margaret Mary Catholic Primary), Sarah Nuttall (The Bishop Harvey Goodwin School), Jane Hodgson (Upperby Primary)*