

Dean Valley Community Primary School



Dean Valley
Community Primary

Parent Protocol

Person responsible for Policy
Written/Reviewed

Date for next Review

Vicky McPherson

Written May 2019. Reviewed May 2021. Reviewed
Nov 2023

November 2025

Rationale:

At Dean Valley Community Primary School, we believe staff, parents, and children are entitled to a safe and protective environment in which to learn, and work.

As a school, we strive to build a strong relationship with parents in order to help create a welcoming and safe learning environment, the school implements a specifically designed set of rules regarding behaviour and conduct which parents and visitors are expected to act in accordance with.

All staff members have the right to work without fear of violence or abuse; therefore, physical attacks, threatening behaviour, and abusive or insulting language towards staff members, governors, visitors, pupils or other parents may result in individuals being removed from the premises.

Aims:

- For everyone in school to feel emotionally, physically and spiritually supported and safe knowing someone is ALWAYS there to help them, listen to them and foster an inclusive community for all.
- To promote positive, supportive, respectful and co-operative relationships among staff, children, parents and our wider community.
- To celebrate our school and everyone's achievements within it!

Expectations:

- That adults set good examples to children at all times, showing them how to get along with all members of the school and wider community
- That no members of staff, parents, or children are the victims of abusive behaviour or threats from adults on the school premises.
- Physical attacks and threatening behaviour, abusive or insulting language verbal or written, to staff Governors, parents, carers or children and any other users of the school premises will not be tolerated and will result in withdrawal of permission to be on school premises.
- Any parent who is asked to leave the school premises will have the right to appeal the decision by writing to the Chair of Governors.

Please note that incidents of rudeness will be logged with the Chair of Governors.

Persons causing Nuisance/Disturbance on School Premises Section 547 of the education Act 1996.

School premises are private property and parents have been granted permission from the school to be on the premises. However, in the case of abuse or threats to staff, pupils or other parents, school may ban parents from entering school.

It is also an offence under the Education act of 1996 section 547 for any person including a parent to cause a nuisance or disturbance on school premises. The police may be called to assist in removing the person concerned.

School is not responsible for organising arrangements for children in the above circumstances. Parents will need to provide alternative arrangements for bringing their children into school.

Any ban will be for a set period of time, following which a review meeting will be held with you to decide whether the ban can be removed or whether it needs to be extended.

Guidelines:

Types of behaviour that are considered serious and unacceptable and will not be tolerated towards any member of the school community:

This is not an exhaustive list but seeks to provide an illustration of such behaviour:

- Shouting, either in person or over the telephone.
- Inappropriate posting on social networks which could bring the school into disrepute or be deemed as bullying.
- Speaking in an aggressive or threatening tone.
- Physically intimidating e.g.: Standing very close
- The use of aggressive hand gestures or exaggerated movements.
- Physical threats
- Shaking or holding a fist at another person.
- Swearing
- Pushing
- Hitting/ slapping/punching or kicking
- Spitting
- Racist or sexist comments including sexual innuendo

Inappropriate use of Social Networking Sites:

Social media websites are being used increasingly to fuel campaigns and complaints against schools, head teachers, school staff and in some cases, other parents and pupils.

The Governing Body of Dean Valley Community Primary School considers the use of Social Media websites being used in this way as unacceptable and not in the best interests of the children or the whole school community.

Any concerns you may have must be made through the appropriate channels by speaking to the class teacher, Senior Leader, the Head teacher or the Chair of Governors., so they can be dealt with fairly, appropriately and effectively for all concerned.

In the event that any pupil or parent/carer of a child/ren being educated at Dean Valley Community Primary school is found to be posting libellous or defamatory comments on Facebook or other social network sites, they will be reported to the appropriate "report abuse" section of the network site. All social network sites have clear rules about the content which can be posted on the site and they provide robust mechanisms to report contact or activity which breaches this. The school will also expect that any parent/carer removes such comments immediately.

In serious cases the school will also consider its legal options with any such misuse of social networking and other sites. Additionally, and perhaps more importantly is the issue of cyber bullying and the use by one child or a parent to publically humiliate another by inappropriate social network entry. We will take and deal with this as a serious incident of bullying. Such incidents are rare.

Unacceptable behaviour may result in the police being informed:

The school reserves the right to take any necessary actions to ensure that members of the school community are not subject to abuse.

Parents have the right of appeal by writing to the Chair of Governors, within 10 days of their permission to enter the school grounds being withdrawn.

Responsibilities:

It is the responsibility of the Head teacher and Governors to monitor and annually review this Parent protocol.

Procedure to address inappropriate behaviour by adults on the school site:

At Dean Valley Community Primary School, we operate a “zero tolerance” policy of the use of inappropriate behaviour anywhere on school site.

Inappropriate behaviour means disrespectful conduct towards people or property within the school site.

Our Parent Protocol states:

- That adults set a good example to the children at all times, showing them how to get along with all members of the school community and the wider community
- That no members of staff, parents, or children are the victims of abusive behaviour or open to threats from other adults on the school premises.

All staff and Governors agree that any adult found to be using inappropriate behaviour towards other adults or children should be dealt with using the following steps.

An adult approaches another child	The adult will be spoken to immediately and the issue investigated by a school leader. This will be reported to the Head teacher and recorded. The adult will receive a warning letter.
A parent approaches another parent.	A parent should report this to a member of staff or school leader. The offending parent/s will be spoken to as soon as possible after the incident and reminded that we have a zero tolerance of inappropriate behaviour. A letter will be given to the parent/s. This warns a parent that if it recurs they could be banned from the school site under section 547 of the Education Act 1996.
A parent approaches a member of staff	This should be reported immediately to a member of the Senior Leadership Team. This will be investigated as soon as possible and the member of staff informed of the action taken. The parent/adult will be spoken to and given a warning letter. This warns a parent/s that if it recurs they could be banned from the school site under section 547 of the Education act 1996
Recurring inappropriate behaviour	If a parent/s continues to use inappropriate behaviour, they will be referred to the parent protocol. This indicates how anti-social behaviour, when not corrected, can lead to interviews with the Head teacher and Governors. This can then lead to a ban from the school site under section 547 of the Education Act 1996

**** For parent read any adult who accompanies children onto the school site.**

Depending on the circumstances of the individual incident, these procedural steps may be amended at the discretion of the governing body.

The school reserves the right to go straight to a “removal from school site” where the circumstances are sufficiently evidenced.