



Our vision is ***to enable children to become lifelong learners by creating a safe and inclusive learning environment that nurtures individuality and enhances potential***

Our values:

-  ***We're imaginative*** - we're creative thinkers and doers
-  ***We're curious*** - we encourage inquisitiveness and risk taking
-  ***We're proud*** - we take pride in our school and want everyone to succeed
-  ***We're courageous*** - we understand that we learn from our mistakes
-  ***We're original*** - we celebrate difference

Policy for Acceptable Behaviour of Staff, Visitors, Parents and Carers

Updated on:	
27th September 2017	Reviewed and renewed
10th June 2020	Reviewed and renewed
7th June 2023	Reviewed and renewed

Date agreed by Achievement and Standards Committee/Headteacher	Signature of Chair / Vice Chair of the Committee or Headteacher
June 2023	
Date agreed for review	Frequency of Review
Summer 2026	Three-year cycle
Responsibility for Review	
Achievement and Standards Committee /Headteacher	

Introduction and Rationale

This policy links to our school aims and values:

- We want children and staff to enjoy coming to school and feel safe, healthy and confident.
- We want visitors to remark on the happy atmosphere in the school, the fabulous environment (in and out of school) and the beautifully behaved and well- mannered children.
- We want to have an effective and supportive relationship with Parents, Governors, the local and wider community and the LA.

Our school encourages close links with parents and the community. We believe that children benefit when the relationship between home and school is a positive one.

The vast majority of parents, carers and others visiting school are keen to work with us and are supportive of our school. However, a tiny minority of parents could have a negative attitude towards the school and sometimes, this can result in aggression, verbal and/or physical abuse towards school staff.

The school expects its 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 staff have the right to work without fear of violence and abuse and the right, in extreme cases, of appropriate self-defence.

The school expects parents and other visitors to behave in a reasonable way towards school staff. This policy outlines the steps that will be taken where parents' behaviour is unacceptable.

Expectations of Parents and Visitors- it is important these are followed to safeguard our pupils and staff

- Parents and visitors must not use their phones on the school grounds
- Parents enter the school gate at 8:40am and 3:10 pm for drop off and pick up
- Visitors enter the school through the green door and speak with the office staff
- Parents wishing to come at any other time must come through the green gate and speak to the office. Unless parents have an appointment, they must not leave the office the office entrance. Due to safeguarding we cannot have people wandering around the school
- Parents and visitors wishing to meet with staff must arrange an appointment by emailing admin@reay.lambeth.sch.uk

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

This is not an exhaustive list but seeks to provide illustrations of unacceptable behaviour:

- Breaking the above expectations
- Entering the site under false pretences
- Raising voices or shouting at staff either in person or on the telephone
- Physically intimidating a member of staff e.g.: standing very close to him/her
- Verbal abuse, making personal comments
- The use of aggressive hand gestures
- Threatening school staff
- Shaking or holding a fist towards another person
- Writing abusive comments about a member of staff
- Swearing at a member of school staff
- Pushing
- Hitting,
- Spitting
- Racist, sexist or homophobic comments
- Breaking the school's security procedures
- Sending aggressive emails
- Inappropriate or aggressive comments on social media platforms

Unacceptable behaviour will result in Lambeth Council and the Police being informed of the incident.

PROCEDURE

When a parent or member of the public behaves in an unacceptable way towards a member of our school staff, the headteacher or appropriate senior staff, will seek to resolve the situation through discussion and mediation. If necessary, the school's complaints procedure should be followed. Where all procedures have been exhausted, and aggression or intimidation continue, or where there is an act of violence, a parent or carer may be banned by the headteacher from the school premises for a period of time, subject to review.

1. The parent will be warned, in writing, that they are banned from the premises, subject to review, and what will happen if the ban is breached, eg: that an injunction may follow.
2. Where an assault has led to a ban, a statement indicating that the matter has been reported to Lambeth Council and the Police will be included.
3. The Chair of Governors will be informed of the ban.
4. Where appropriate, arrangements for children being delivered to, and collected from the school gate will be clarified.

CONCLUSION

Children 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 in an acceptable way. Unfortunately, where a parent's behaviour is either unacceptable or serious it will not be possible to continue working with them and, as a final resort, legal action may be taken.

The school will take action where behaviour is unacceptable or serious and breaches our home-school code of conduct or health and safety legislation.

This policy will be reviewed by the Headteacher and reported to the Governors committee every three years, or earlier if considered necessary. Any major changes will be reported to the Governing Board.