



**TAFF BARGOED  
LEARNING PARTNERSHIP**  
*'Learning and Growing Together'*

**Policy for Dealing with  
Unacceptable Behaviour on  
School Premises**

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## **INTRODUCTION**

The vast majority of parents, carers and other visitors to our school are supportive of our schools within the Taff Bargoed Learning Partnership. They are supportive of members of staff, pupils, parents and other visitors, and act in a reasonable way, ensuring that the school is a safe, orderly environment in which children can learn, and staff can work.

Occasionally, however, a negative or inappropriate attitude is expressed in an aggressive, verbally abusive or physically abusive way towards members of the school community, which is unacceptable and will not be tolerated. The Taff Bargoed Learning Partnership does not tolerate bullying of any kind including racist, sexist homophobic, transphobic or biphobic bullying.

Where parents/carers raise a reasonable query with school staff either via email or phone call to the school office, the relevant staff member will respond within 5 school working days. Formal complaints **must** be submitted using the school's complaints policy which can be found on the school's website.

## **STAFF CONDUCT**

If any member of staff has been subject to or witnessed an incident where unacceptable behaviour has taken place, they must report this to a member of the leadership team. The member of the leadership team will speak with the member of staff and support them in any way necessary to help them overcome any anxiety, trauma or upset that has occurred. Counselling can be made available if necessary and in the longer term, support can be given by the member of staff's trade union.

Within the Taff Bargoed Learning Partnership, we expect all of our staff to behave professionally in situations of unacceptable behaviour by:

- attempting to diffuse situations wherever possible.
- speaking calmly and without raising their voice.
- being polite but firm.
- seeking involvement of other members of staff as appropriate.
- politely terminating the conversation if necessary and explaining the reasons.

However, all staff have the right to work without fear of harassment, violence, intimidation or abuse. Where the behaviour of parents or visitors falls below the acceptable standards, the school will act in accordance with this guidance.

## **TYPES OF BEHAVIOUR THAT ARE UNACCEPTABLE AND WILL NOT BE TOLERATED**

- Conduct that undermines the safe and calm environment in a school, either in a school office, classroom, around the school site, immediately outside the school or on a school trip.
- Using loud or offensive language, such as swearing, or displaying an unacceptable amount of anger and aggression.
- Threatening physical violence to a member of the school community.
- Damaging school property.
- Abusive telephone calls, emails, letters or other forms of written communication.
- Defamatory comments about school staff or governors on social media sites, including open messaging services e.g. WhatsApp.
- The use of physical aggression towards another adult or child. This includes physical punishment of your own child.
- Approaching someone else's child in order to chastise them.
- Criminal offences - such as common assault, actual and grievous bodily harm, criminal damage, possession of an offensive weapon.

The Public Order Act 1986 defines “disorderly conduct” as: verbal abuse, threatening abusive or insulting words or behaviour or any disorderly behaviour whereby a person is caused alarm, harassment or distress. “Threatening behaviour” is when a person fears that violence, or threat of violence, is likely to be provoked. The school has a responsibility to ensure that any act of actual or threatened violence is referred to the police immediately. In a school context this could mean someone shouting at a member of staff, either in person or on the phone, acting aggressively, including using intimidating body language, as well as actual violence. It also covers comments posted on social networking sites or situations where members of staff are approached off school premises.

#### Definition of violence at work

The Health and Safety Executive (HSE) defines work-related violence as:

‘Any incident in which a person is abused, threatened or assaulted in circumstances relating to their work.’

It is important to remember that this can include:

- verbal abuse or threats, including face to face, online and via telephone
- physical attacks

This might include violence from members of the public, customers, clients, patients, service users and students towards a person at work.

#### **PERMISSION TO ENTER THE SCHOOL PREMISES**

Parents/Carers have ‘implied permission’ to enter and be on the school premises for reasons relating to their child / children’s education. This means that parents/carers are welcome to come to the school to drop off and collect their children, and to speak to teachers and other members of staff about their children.

They can come to the school for meetings, parent consultations, celebration of learning events, assemblies and social events.

Parents/Carers do not have a legal right to enter or be on school premises without a good reason. Other visitors also have ‘implied permission’ to be on the school premises if they have a reason. For example, a delivery person or a member of the public enquiring about something in the school office. Members of the public without a good reason for entering or being on the school premises are trespassing.

#### **WITHDRAWAL OF PERMISSION TO ENTER OR BE ON THE SCHOOL PREMISES**

The school has the right to withdraw the ‘implied permission’ for a parent or visitor to enter or be on the premises if their behaviour is or has been unacceptable.

If a criminal offence has taken place, immediate ‘implied permission’ will be withdrawn, and other arrangements will be made for meetings and parent consultations.

If the school believes a parent or visitor’s conduct would amount to a criminal offence, the school will report the incident to the police for immediate investigation and prosecution. This will mean an immediate issuing of a letter prohibiting access to the school site.

#### **PROCEDURE FOR WITHDRAWING IMPLIED PERMISSION TO BE ON THE SCHOOL PREMISES**

To be carried out by the Headteacher or the Deputy Headteacher:

**Stage 1** Warning letter sent from the Headteacher indicating that if the unacceptable behaviour continues the ‘implied permission’ will be withdrawn. The Headteacher/Deputy Headteacher reserves the right to move immediately to Stage 2 if the behaviour is physical or verbal abuse to a member of staff or another child.

**Stage 2** Letter from Headteacher withdrawing ‘implied permission’ if unacceptable behaviour has been repeated or a criminal offence has taken place. The prohibition will initially last for ten school days

from the date of the letter, pending further advice Headteacher to inform Director of Education via [governor.support@merthyr.gov.uk](mailto:governor.support@merthyr.gov.uk)

**Stage 3** Letter from Headteacher withdrawing 'implied permission' for definitive period. This letter will be drawn up following advice from Legal Department.  
If a parent or carer enters the school premises or if they engage in any other unacceptable behaviour when they have had their 'implied permission' permanently withdrawn or they have had a temporary withdrawal and are awaiting a decision, the police may be called. The consequences of this action would be that the withdrawal of 'implied permission' would be extended.

If other members of the public or visitors need to have their 'implied permission' revoked, the Headteacher will contact the individual or the company that they work for by letter, stating the reasons for the decision to ban them from the site.

**Stage 4** When 'implied permission' has been reinstated the parent/carers will be reminded that a repeat of unacceptable behaviours could lead to a permanent ban.

### **MONITORING AND REVIEW**

This policy will be regularly reviewed by the Full Governing Body.