



PARENTAL & VISITOR BEHAVIOUR POLICY

Date Approved by Governing Body:	November 2025
Review Period:	Annually
Next Review Date:	November 2026
Chair of Governors:	Teresa Cutler

This school is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment

PARENTAL AND VISITOR BEHAVIOUR POLICY

At Uffculme School, we have good relationships with our parents and visitors and value the contribution that they play in the life of the school and in their children's education. We provide many opportunities for parents and prospective parents to engage with school life, including parents' evenings and invitations to other events.

We want all visitors to our site to be confident that we will do everything we can to keep their children safe in school. As part of our safeguarding procedures the school has put in place this parental behaviour policy to ensure that behaviour from parents/carers does not cause the children and staff in school to feel distressed, threatened or unsafe.

Rationale

We believe that staff, pupils, parents and visitors are entitled to a safe and protective environment in which to work together. All members of the school community and visitors should demonstrate mutual respect. Behaviour that may cause harassment, alarm or distress to users of our premises is contrary to the aims of Uffculme School.

Aims

That all members of the school community communicate within the school environment in a pleasant and courteous manner without causing distress or offence to adults or children.

Expectation

- That all adults set a good example to children at all times, showing them how to get along with all members of the school and wider community.
- That no-one - staff, governors, parents, carers, volunteers, visitors or children are the victims of abusive behaviour or open to threats from other adults on the school premises.
- Physical attacks and threatening behaviour, abusive or insulting language, verbal or written (including on social media), to staff, governors, parents/carers, visitors and children and other users of the school premises will not be tolerated and will result in the withdrawal of permission to be on school premises and/or police action.
- Anyone 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 will be logged.

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 illustrations of such behaviour.
- Shouting, either in person or over the telephone;
- Inappropriate posting on social networking sites which could bring the school or member of staff into disrepute or be deemed as bullying;

- Aggressively worded emails to individual members of the community;
- Speaking in an aggressive/threatening tone;
- Physically intimidating, e.g. standing very close;
- The use of aggressive hand gestures/exaggerated movements;
- Physical threats;
- Shaking or holding a fist towards another person;
- Swearing and name calling or any other verbal intimidation or threats
- Pushing;
- Hitting e.g. slapping, punching or kicking;
- Spitting;
- Racist homophobic or other hateful behaviours
- Sexist comments including sexual innuendo.
- Disrespecting religion or belief

Persons causing nuisance/disturbance on school premises

School premises are private property and parents and other visitors have been granted permission by the school to be on site at agreed times of the day e.g. start and end of the day. This permission can be withdrawn and a parent banned from the school premises where there is evidence of abuse or threats to staff, pupils or other parents.

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

The public has no automatic right of entry on to school premises. All visitors must seek permission to be on school premises by appointment.

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

When on school premises, all parents, carers, and visitors must adhere strictly to site security and safeguarding protocols, which includes signing in at the main office upon arrival and signing out upon departure.

For the safety, privacy, and well-being of all pupils, the taking of photographs, videos, or any other form of image capture of children (other than one's own child where permitted for personal use at designated events) is strictly prohibited without the express, prior permission from a member of the senior leadership team and, where applicable, the explicit consent of all other parents whose children may be included in the image. Parents are also respectfully advised against publishing any images taken at school events that feature other people's children on public platforms, including social media, and are expected to respect the privacy settings and policies outlined by the school to protect all members of the school community. Failure to comply with these security and image capture rules may result in a request to delete the images, a ban from the school premises, or, in serious cases, police involvement

Abusive phone calls

Calls will be terminated if a parent/carer or anyone else shouts or is abusive over the telephone. Calls will also be terminated if any adult responding to a call is spoken to in an aggressive or intimidating tone over the telephone. The headteacher, with the approval of governors, may consider communicating via email if deemed necessary.

Behaviour in meetings

In meetings with senior school leaders and other members of school staff, parents and visitors are expected to communicate in a **respectful, collaborative, and solution-focused manner**. The dynamic is ideally a two-way dialogue where parents can openly share their observations and concerns about their child's progress, behaviour, or well-being while actively listening to the school's perspective.

To facilitate a productive conversation, parents often prepare by reviewing their child's information, gathering their thoughts, and having specific examples to illustrate their points. School leaders generally aim to create a welcoming and confidential environment, using clear, jargon-free language to ensure mutual understanding.

When conflict or difficult topics arise, parents may express emotion, but the interaction should remain professional, focusing on working together to agree on clear, actionable next steps that support the child's success.

Meetings will be terminated if a parent/carer or anyone else shouts or is abusive towards a member of staff.

The use of email

The school welcomes the use of email to communicate with parents and other visitors. However, it needs to be recognised that school staff have the right to restrict any responses to emails to working hours, taking into account teaching commitments. Emails which are aggressively, abusively or inappropriately worded will not be responded to, but will be referred to the appropriate member of the Senior Leadership Team who will act in accordance with the school's policies.

Inappropriate use of social networking sites

Social media (e.g. Facebook, X, WhatsApp, Instagram, etc) has had widespread impact on the way in which we communicate and express our thoughts and opinions. There are clearly many benefits for us, both as individuals and also as communities, and we are working to harness the power of social media to engage even more closely with parents, stakeholders and students.

Unfortunately, if social media is misused, it can cause individual harm and result in the school community being negatively affected and maybe even damage the school's reputation. Parents and other visitors to our site should think carefully before posting anything relating to the school, students or other parents; please check your facts, be considerate of the way

in which you express things and avoid language which others might consider to be abusive, aggressive or threatening.

Parents and visitors should **not**:

- post pictures of pupils, other than their own children, on social networking sites where these photographs have been taken at a school event.
- Post malicious or fictitious comments on social networking sites about the school or any member of the school community.
- Make reference to any individual students or staff on social media.
- Complain about the school's values or its methods on social media.

Any concerns that parents/carers and visitors have, must be made through the appropriate channels by speaking to a member of the senior leadership team, headteacher and lastly the Chair of Governors, so that they can be dealt with fairly, appropriately and effectively for all concerned.

In the event that any pupil being educated at the school, or parent or other stakeholder is found to be posting libellous or defamatory comments on social media, they will be reported to the appropriate 'report abuse' section of the social 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 content or activity which breaches this. This school will also expect that the author of the post removes such comments immediately.

The school considers the posting of any false, misleading, or derogatory comments and content that misrepresents the school, causes reputational damage, or distress to individuals to be a serious breach of this policy. This includes, but is not limited to, making malicious or defamatory statements, circulating untruths, and posting negative or offensive comments.

The public nature of such online posts means they are subject to laws of defamation and malicious communication, and they can have a serious, detrimental impact on staff well-being, the school's reputation, and the welfare of the entire school community.

In serious cases, the school will also consider its legal options to deal with any such misuses of social networking and other sites. Additionally, and perhaps more importantly, is the issue of cyberbullying and the use of by one child or parent to publicly humiliate another by inappropriate social network entries. We will take and deal with this as a serious incident of school bullying.

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 subjected to abuse.

Parents have the right to appeal in writing to the Chair of Governors within ten days of their permission to enter the school premises being withdrawn.

Responsibilities

It is the responsibility of the headteacher and governor to monitor and annually review this Parental & Visitor Behaviour Policy.