



**Pontypridd High School**

# **Parent and Visitor Conduct Policy**

*'Learning and achieving together'*  
*'Dysgu a chyflawni gyda'n gilydd'*

## **Parent and Visitor Conduct Policy**

Date of policy:	March 2020
Adopted:	5 <sup>th</sup> March 2020, Premises Committee Meeting Reviewed, 21 <sup>st</sup> March 2023, Premises Committee Meeting
To be reviewed:	Spring 2026
Member of staff responsible:	Headteacher
Committee Responsible:	Premises Committee

### **Policy on Parent/ Visitors Conduct on School Premises.**

The governing body welcomes visitors to our school. We will act to ensure it remains a safe place for pupils, staff and all other members of our community. If a parent/visitor has concerns we will always listen to them and seek to address them.

However, abusive, threatening or violent behaviour will not be tolerated. If such behaviour occurs we will follow the procedures outlined in the Rhondda Cynon Taf County Borough Council's guidance entitled 'Keeping Schools Safe'.

### **School's Expectations of Parents and Carers**

Parents, carers and visitors are reminded:

- to respect the caring ethos and values of the school.
- to play a full and active part in their child's education.
- that both teachers and parents need to work together for the benefit of their children
- that approaching school staff for help to resolve an issue is done in an appropriate manner.
- that all members of the school community are treated with respect using appropriate language and behaviour.

### **Examples of Unacceptable Verbal and Physical Behaviour/Abuse**

The school will not tolerate:

- disruptive behaviour which interferes or threatens to interfere with any of the schools operation or activities anywhere on the school premises.
- any inappropriate behaviour on the school premises.
- use of loud or offensive language or displays of temper.
- threatening, in any way, a member of staff, visitor, fellow parent/carers or pupil.
- damaging or destroying school property.
- sending abusive or threatening e-mails or text/voicemail/phone messages or other written communications to anyone within the school community.
- defamatory, offensive or derogatory comment regarding the school or any of the pupils/parents/staff at the school on Facebook or other social sites (see Social Media section).

Should any of the above, or similar, occur on school premises, the school may feel it necessary to take action by contacting the appropriate authorities and / or consider banning the offender from entering the school premises.

## **Social Media**

'Social media' is the term commonly given to web-based tools which allow users to interact with each other in some way – by providing information, signposting to services, sharing opinions, knowledge and interests online. As the name implies, social media involves the building of online communities or networks to encourage participation, engagement, pass information and services over a wide network of people. This could include blogs, message boards, social networking websites (such as Facebook, Twitter, LinkedIn, My Space) and content sharing websites (such as Flickr, YouTube) and many other similar online channels.

## **Definitions of Misuse or Inappropriate Behaviour on Social Media**

The following actions may constitute misuse of social media or inappropriate behaviour; it is however by no means exhaustive:

- Publishing materials that might be considered inappropriate, offensive or libellous
- Publishing materials considered to be defamatory or to the detriment of the School and its community

In the event that any pupil/parent/carer of the school is found to be posting libelous or defamatory comments on Facebook or other social media network sites, they will be reported to the appropriate "report abuse" section of the network site. The school will also expect the pupil/parent/carer to remove such comments immediately. The school will consider its legal options to deal with any such misuse or inappropriate behaviour.

## **Support for Employees**

If a member of staff is unfortunate enough to be subjected to serious physical and/or verbal abuse, there are a variety of sources of potential support available to them.

In such circumstances, the immediate and ongoing support of colleagues will be invaluable.

All staff will be made aware of the Council's Occupational Health Unit and the services it can provide. Any staff wishing to seek support from the Unit should ask the headteacher to arrange a referral.

Teaching staff should be alerted to the Education Support Partnership 08000 562 561, a UK charity providing mental health and wellbeing support services to all education staff and organisations.

The staff associations/trade unions are also likely to be a source of assistance.

### **Record Keeping**

There should be clear and detailed records of all events which must be kept up to date. Any witness statements (where appropriate) and notes of any subsequent meetings held to discuss the events should also be retained by the school. Notes should be signed and dated by those individuals involved.

Any physical evidence should be bagged and labeled, and witnesses should be asked to make a record of exactly what they saw and heard at the earliest opportunity.

It is also advisable to ensure that in every case, even where a formal letter is not required, parents receive a written confirmation of the events and the headteacher's response.

If the police are asked to deal with an incident as a criminal investigation, there are a number of actions that may thwart this process. Witness details should not be made known to suspected offenders or their families. Groups of witnesses or suspects should not be left together, or allowed to discuss what happened, before the police interview them. If in doubt always seek the advice of the police officer first.

All incidents culminating in a parent being banned from a school site will be reported to the Head of Attendance and Wellbeing. This will include details of the perpetrator, date the ban came into force, length of the ban, dates of review and brief overview of the incident. The local authority should be notified of this within 5 working days of the ban being enforced.

**The Violence at Work Incident Report Form can be obtained from the school office.**