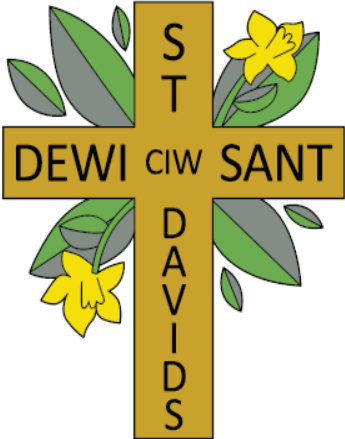


Saint David's CIW Primary School

Gynradd yr Eglwys yng Nghymru Dewi Sant



School/Parent Safety Policy

Document Control

Organisation	St David’s Church in Wales Primary
Title	School/Parent Safety Policy
Author	
Owner	Head Teacher and Governing Body
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Revision History

Revision Date	Revision	Previous Version	Description of Revision
09/10/2018	1.0	N/A	Policy created and signed off
27/09/2019		N/A	Annual review and policy sign off
Sep 20		N/A	Annual review and policy sign off

Signed by Chair of Governors on behalf of the Governing Body

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Signed by the Headteacher:

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Date approved:(by full Governing Body)

Date of review:

As a school it is our strong desire to work with all parents and families. However, we are not as a school able to tolerate aggressive or threatening behaviour from parents. We believe all children and staff have the right to feel safe and unthreatened in their

working environment. We also believe that as adults we should model to all children in our school appropriate, calm and co-operative communication.

This policy is written with reference to Local Authority guidance 'Keeping Schools Safe from Abuse, Threats and Violence'.

This policy sets out the school's and local authority's expectations of conduct from parents in the school.

The term 'parent' is extended, in line with the Education Act 1996, to include an individual who has care of the child, whether or not he/she is the natural parent, or who has parental responsibility for the child. Where an individual does not fall in this broad definition, the principles of the guidance shall still apply.

In our school we will:

- Do all that we can to engage with and build positive relationships with parents and families.
- Seek to listen to the views and concerns of parents and where possible to address them.
- Ensure we have a clear complaints policy and procedure in place.
- Facilitate meetings with parents.

In our school we expect all parents to:

- Conduct themselves in a calm and appropriate manner when interacting with all children, staff and visitors. This includes on the school site and on the phone to the school.
- Use the correct procedures if they have a complaint against the school.
- Be reasonable in their expectation to see a member of staff. For example, parents may need to make an appointment to sit down and have a conversation with a member of staff.

In our school we will not tolerate:

- Abusive, threatening or violent behaviour towards children, staff or visitors.
- Abusive, threatening or violent behaviour between parents.
- Shouting or using a raised voice (in person or on the phone).
- Threatening or actually being violent towards a member of staff/other parent.
- Using inappropriate language or swearing.

Action following inappropriate behaviour

Action with parents

As a school it is our strong desire to work with all our parents and families. Where there are issues or complaints we will do our very best to listen to these and to investigate and address issues raised. There is a Complaints Policy in place which sets out how parents may make a formal complaint and how this will be investigated. All issues raised by parents are documented on an incident form and the response of the school logged.

Where there has been a negative incident the following actions may be taken:

1. Parents may be invited to meet with the Headteacher to further discuss an issue or complaint. Please note that no meeting at the school may be electronically recorded

without the express permission of all parties. Parents will be reminded about this policy and what is considered acceptable behaviour from parents by the school. Strategies may be set out to reduce conflict (such arrangements will be clarified in writing):

- a. A parent may be asked to make a prior appointment to discuss problems.
- b. A parent may be asked not to approach the members of staff directly but to deal only with the Head (or member of the leadership team).

2. The school may withdraw consent for a parent to enter the school site/buildings. This would be done through the Chair of Governors and following LA and legal guidance. Parents would be informed by letter of the risk of ban, time scale of investigation, the opportunity for the parent to make representations about this and the time scale of the ban. Where individuals persist in coming onto the school site even when permission has been withdrawn, it is possible for legal proceedings to be pursued (as laid out in LA guidance).

Following an incident involving behaviour as described above the school will follow the LA guidance, as shown in the flowchart of Appendix 2.

The Chair of Governors will be informed at Stage 1 of the process. The Local Authority Statutory Obligation Manager will be informed at Stage 3 of the process. A first warning letter may be sent by the Headteacher. Subsequent letters are sent from the Chair of Governors. The first letter from the Chair of Governors sets out the process of investigation and appeal and the second letter sets out resultant withdrawal of permission to come onto school premises.

Action to support staff

- In the event of a serious incident police assistance should be sought. In situations where there is no immediate threat to staff, pupils, other members of the community, the local neighbourhood policing team may still be made aware by calling 101 or calling the PCSO directly. Any call must be logged.
- All incidents where staff feel they are threatened or vulnerable must be documented in full using the council Violence at Work form and returned to the Education Compliance team (educationhs@cardiff.gov.uk)
- Staff will be made aware of the content of this policy. Staff will also be made aware of support services:
 - Employee Assistance Service 0800 1743190
 - Employee Counselling Service 029207883010
 - Teacher Support Line Cymru 080008550880
 - Staff unions

Appendix 1: Summary of our School/Parent Safety Policy

As a school it is our strong desire to work with all parents and families and this is at the heart of our vision as a school.

We welcome visitors to our school and enjoy good relationships with our families who act appropriately and respectfully in our school.

We will act to ensure it remains a safe place for children, staff, visitors and all other members of our community.

We have a policy (available on our school website) called the School/Parent Safety Policy which explains that abusive, threatening or violent behaviour will not be tolerated in our school.

If parents or carers are threatening, aggressive or violent on school premises or on the telephone to school staff/ a member of our school community then the school will need to take action in line with council guidance. In rare circumstances where such behaviour is displayed, parents may be removed or banned from the premises and prosecuted.

Thank you for helping us to keep our school the lovely, warm, welcoming, caring and safe place that it is for all who attend and work here.

Appendix 2: Flowchart for process banning parent from a school premises

