

John Taylor High School Approach to Dealing with Unacceptable Parent / Carer Behaviour.

JOHN TAYLOR HIGH SCHOOL



This guidance should be read in conjunction with the JTHS Home School Agreement, the JTMAT Complaints Policy and the JTMAT Vexatious Complaints Policy.

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Date: March 2025

Last reviewed on: March 2025

Next review due by: September 2025

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1. Purpose and Scope

At John Taylor High School, we believe it's important to:

- Work in partnership with parents/carers to support their child's learning.
- Create a safe, respectful and inclusive environment for students, staff and parents.
- Model appropriate behaviour for our students at all times.

To help us do this, we set clear expectations and guidelines on behaviour for all members of our community. This includes staff (through the Staff Code of Conduct) and students (through our Behaviour Policy).

This document aims to help the school work with parents and carers by setting guidelines on appropriate behaviour.

We use the term parents or carers to refer to:

- Anyone with parental responsibility for a pupil
- Anyone caring for a child

2. Our Expectations of Parents and Carers

We expect parents, carers and other visitors to:

- Respect the ethos, vision and values of our school.
- Work together with all JTHS staff in the best interests of our students.
- Communicate with school staff in a constructive, calm, and respectful manner.
- Follow the appropriate channels for addressing concerns, including meeting with the relevant staff member or school leadership.
- Support the school's policies, rules, and guidelines that contribute to a safe and conducive learning environment.
- Be mindful of the impact the parent/carer's behaviour can have on their child and the broader school community.

3. Unacceptable Behaviour

Unacceptable behaviour may include but is not limited to the following examples. This behaviour will be deemed inappropriate if demonstrated via any means, including face-to-face, email, telephone, social media or written communication.

- **Verbal Abuse or Threats:** Use of offensive, insulting, or threatening language towards staff, students, or other parents/carers.
- **Aggressive or Violent Behaviour:** Any physical aggression, intimidation, or violence, whether directed at staff, students, or other parents/carers.
- **Disruptive Behaviour:** Behaviour that interferes with school activities, events, or the learning environment.
- **Harassment:** Repeated or unwelcome communication that creates a hostile or intimidating environment for staff or students.
- **Disrespectful Communication:** Any form of communication that belittles or undermines the authority of school staff, including spreading false or malicious rumours.

4. Dealing with Incidents of Unacceptable Behaviour

If the school suspects, or becomes aware, that a parent/carer has behaved in an unacceptable manner, the school will gather information from those involved and decide on the appropriate action to be taken.

This is not a progressive list and any of these actions may be considered appropriate according to either the frequency or seriousness of the issue(s). The school will always respond to an incident in a proportional way. The final decision for how to respond to incidents of unacceptable behaviour rests with the Headteacher.

Actions may include one or more of the following:

Clarify to the parent/carer what is considered acceptable behaviour by the school.

This may be an informal verbal or written warning about further action if there are any further incidents.

Invite the parent/carer to a formal meeting to discuss events.

Continued unacceptable behaviour may result in a formal meeting with a senior member of staff to discuss the behaviour and agree on a way forward.

Impose conditions on the parent's/carer's contact with the school and its staff.

Depending on the type, level or frequency of the unacceptable behaviour, the school may consider imposing conditions on the parent's/carer's contact with the school. These conditions may include (but are not exclusively):

- being accompanied to any meeting with a named member of staff, most likely to be a member of the Senior Leadership Team ("SLT").
- restricting contact by telephone, letter or email to a named member of staff, most likely to be a member of SLT.
- any other restriction as deemed reasonable and proportionate by the Headteacher.

In this case the parent/carer will be informed by letter from the Headteacher the details of the conditions that are being imposed.

Imposing a ban.

Where other procedures have been exhausted and aggression or intimidation continues OR where there is an extremely aggressive or violent act, the school may consider banning the individual from the school premises. This will include banning a parent/carer from accessing school staff by written communication or telephone.

Removal from school

Parents/carers who have been banned from the school premises and continue to cause a nuisance will be deemed to have committed an offense under section 547 of the 1996 Education Act. They will be considered as trespassers. In these circumstances the offender may be removed from school. This may be carried out by

a police officer or person authorised by the Governing Body. Legal proceedings may be brought against the parent/carer.

The Headteacher will consult the Chair of Governors and the John Taylor MAT before banning a parent from the school site.

Record keeping

Adequate records will be retained by the school of incidents of unacceptable behaviour, including the details of any actions taken. This may be used to inform future actions or potential escalation if further incidents do occur.

Complaints Policy

Any parental/carer complaint that arises from incidents of abusive behaviour will be dealt with under the JTMAT Complaints Policy.