



## BEHAVIOUR TOWARDS STAFF BY PARENTS, CARERS AND VISITORS

This policy was approved by the full Governing Body on 17<sup>th</sup> March 2025

Chair of Governors:  
Headteacher:

Mr L Shilling  
Ms Y Nunn

Signed .....  ..... Chair of Governors

Signed .....  ..... Headteacher

Review Date: Autumn 2028

- constant emails and/or phone calls which amount to threat, harassment and intimidation, despite the school's best efforts to address a situation (Appendix 2)
- inappropriate electronic activity including publishing abusive or inappropriate content with regards to the school, staff or students on social networking websites and any other online platforms that would be deemed inappropriate, Twitter or in email communication (Appendix 3)
- any form of physical violence, such as pushing or hitting
- physically intimidation, e.g. standing unnecessarily close to her/him
- the use of rude or aggressive hand gestures, including shaking or holding a fist towards another person
- allegations that turn out to be vexatious or malicious
- reason to believe the parent/carer are continuing to contact member of staff with the intention of causing disruption and/or distress

## **PROCEDURE TO BE FOLLOWED WHEN BEHAVIOUR IS UNACCEPTABLE**

### **Informal complaint**

- If a parent, carer or visitor behaves in an unacceptable way towards a member of the school community, the Headteacher and/or appropriate senior staff will seek to resolve the situation through discussion and mediation. Records including recordings and minutes of meeting/interaction will be kept.
- Such discussion will highlight how the behaviour of the parent/carer did not meet the school's expectations and a request will be made that future communications with the school are modified in the light of this.
- A letter will normally be sent to the parent/carer to confirm this request.

Informal concerns are taken seriously at the earliest stage. We will always endeavour to work in partnership to resolve any concerns in the spirit of shared respect and willingness to find a mutually acceptable resolution with the children's best interest at the forefront of any communication.

### **Formal complaint**

- Following any interaction with a parent/carer or visitor, a member of staff does retain the right to submit a formal complaint about the incident to the Headteacher (or designated Deputy/Chair of Governors in the case of the Headteacher).
- Should such a formal complaint be made, then the Headteacher or designated member of the Leadership team will investigate the complaint, by speaking with the parent/carer and the member of staff. Records will be kept.
- During the investigation, any contact with the school will be through a designated member of staff and by prior appointment only.
- The parent/carer will be informed of the outcome of the investigation by letter.
- The Headteacher (or designated Deputy/Chair of Governors in the case of the Headteacher) will determine any action to be taken in response to the findings of the investigation.

## **APPENDIX 1**

### **ACCEPTABLE COMMUNICATION BY TELEPHONE**

Sometimes staff may have to deal with challenging, abusive, aggressive or threatening telephone calls.

It is unacceptable for any member of staff to be subjected to such abuse and this guidance has been produced to assist parents to understand conduct, which the school expects parents to follow during phone calls and to staff if they are faced with a difficult situation.

#### **Guidance for parents/carers**

- When you call Hampton, you will speak initially to our office staff. They will do their very best to connect you with the person you wish to speak to, but given the vast majority of our staff will be teaching, it is most likely that they will take a message and arrange for that member of staff to call you back.
- Please do not become frustrated with the office staff if they cannot attain an answer to your concern or connect you to the person you wish to speak to straight away; this is not their fault and any frustrations vented at this time, will not serve to ensure your issue is dealt with any quicker. They will always try to help you with your queries/concern.
- At any time when speaking to a member of staff at a Hampton please do not raise your voice or use aggressive or threatening language.

#### **Guidance to staff**

- To reduce the likelihood of callers becoming frustrated/abusive, staff should conduct themselves in a courteous and professional manner and make every attempt to meet the needs of the caller.
- Staff should also have the confidence that it is acceptable to end an abusive telephone call.

## **APPENDIX 3**

### **ABUSE/BULLYING USING CYBER TECHNOLOGY**

Staff may become targets of cyber abuse or bullying which can have a significant impact on health, well-being and self-confidence. Protecting staff from abuse is best done within a prevention framework, including whole school policies and appropriate practices.

Cyber abuse/bullying may consist of threats, harassment, embarrassment, humiliation, defamation or impersonation. It may take the form of general insults, or prejudice based abuse, e.g. homophobic, sexist, racist, or other forms of discrimination. It may involve email, virtual learning environments, chat rooms, websites, social networking sites, mobile and fixed-point phones, digital cameras, games and virtual world sites.

Abuse using cyber technology can occur at any time and incidents can intrude into the victim's private life. The audience for such messages can be very large and can be reached rapidly. The content of electronically forwarded messages is hard to control and the worry of content resurfacing can make it difficult for the victim to move on.

#### **Cyberbullying and the law**

While there is not a specific criminal offence called cyberbullying, activities can be criminal offences under a range of different laws, including:

The Protection from Harassment Act 1997

The Malicious Communications Act 1988

Section 127 of the Communications Act 2003

Public Order Act 1986

The Defamation Acts 1952 and 1996

It is the duty of the school to ensure, so far as reasonably practicable, the health, safety and welfare at work of all employees. Incidents that are related to employment, even those taking place outside the hours or place of work may fall under the responsibility of the employer.

#### **Effectively tackling abuse using cyber technology**

School behaviour policies and procedures explicitly refer to and outline how the school will deal with cyber abuse/ bullying of both staff and students. They include:

rules on the use of equipment, software and network access provided by the school,

the use of staff and student owned equipment and internet access routes, where they are used on school premises and within school hours, e.g. mobile phones, digital cameras and laptops

## APPENDIX 4

### RECORD KEEPING

The school will maintain clear and detailed records of all events via CPOMs, 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.

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

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 will 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 any doubt exists, we will always seek the advice of the police.

A model form is outlined below.

#### Incident recording form

Date and time of incident: .....

Details of person(s) assaulted / verbally abused:

Name: .....

Address and telephone number: .....

Role / Job title: .....

Details of perpetrator:

Name: .....

Address and telephone number:

.....

.....

Relationship to the school: .....

Details of witnesses:

Witness 1: .....

Name, contact details and relationship to the school .....