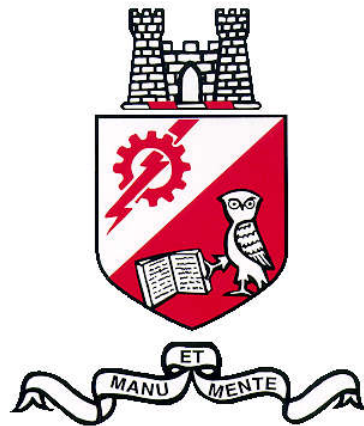


# WEST HATCH HIGH SCHOOL



THE BEST THAT I CAN BE

## Behaviour of Parents Policy

Policy Date	October 2025
Policy to be reviewed on	September 2026
Signed	

*Schafer* ✓

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## 1. Introduction

West Hatch High School is committed to fostering positive, respectful and constructive relationships with all parents, carers and visitors.

A strong partnership between school and home, built on our **Three Pillars** and **SPIRIT values**, underpins a safe and aspirational environment where every student can thrive.

The vast majority of parents and visitors to our school are supportive, respectful and collaborative. However, on rare occasions, behaviour from adults can fall below the standard expected, impacting staff wellbeing, student safety, and the smooth operation of the school.

This policy sets out:

- The standards of conduct expected from parents, carers and visitors
- Examples of unacceptable behaviour
- Actions the school may take when behaviour poses a risk or causes disruption
- How concerns should be raised appropriately

This policy reflects the DfE guidance *Behaviour in Schools (2024)*, safeguarding expectations (KCSIE), and the school's Behaviour Policy (2025).

## 2. Expected Standards of Behaviour

We expect all parents, carers and visitors to:

- Treat all members of staff, students and other adults with **respect**, in line with SPIRIT values.
- Communicate in a **calm**, courteous and appropriate manner.
- Work collaboratively with the school, recognising that staff must apply rules consistently and fairly across the whole community.
- Engage in meetings in an open, solution-focused manner.
- Follow all on-site **safeguarding, security** and **visitor procedures**.
- Respect that staff may not be immediately available and will respond within school communication timeframes.
- Use complaints procedures appropriately and avoid publicly criticising or undermining staff or students.

## 3. Unacceptable Behaviour

Behaviour that is aggressive, abusive, intimidating, or undermines staff authority or student safety will not be tolerated. This includes, but is not limited to:

### Physical or Threatening Behaviour

- Physical aggression, actual or attempted assault.
- Threatening behaviour, including raised voices, aggressive gestures, or invading personal space.
- Blocking pathways or preventing staff from leaving an area.

### Verbal Abuse & Intimidation

- Shouting, swearing, insults, or derogatory comments.
- Making discriminatory remarks (racist, sexist, homophobic, etc.)
- Accusatory or inflammatory language that escalates conflict.

### **Harassment or Unreasonable Communication**

- Persistent or excessive emails/phone calls, particularly outside agreed communication windows.
- Repeatedly demanding immediate replies.
- Contacting multiple staff simultaneously to challenge decisions.
- Using intimidation, sarcasm or accusatory tone.

### **Staff communication expectations:**

Staff do not check or respond to emails between **7pm–7am** on weekdays or at weekends. A response will be provided within **48 working hours**.

### **Inappropriate Online Behaviour**

- Posting abusive, defamatory or inflammatory comments about staff, students or the school on social media or public platforms.
- Sharing incomplete, misleading or confidential information online.
- Recording or distributing images of staff or students without consent.

### **Recording on Site**

- Recording meetings, conversations or lessons is strictly prohibited unless formally agreed in advance. Recording without permission will result in removal of on-site access.

### **Security & Safeguarding Breaches**

- Entering the school site without permission or refusing to follow sign-in procedures.
- Attempting to enter restricted areas.
- Confronting students directly regarding behaviour incidents.

### **Disruption of School Operations**

- Interfering with staff duties.
- Attempting to influence sanctions or request exceptions to behaviour policies.
- Undermining staff authority by challenging decisions aggressively or in front of students.

## **4. Responding to Unacceptable Behaviour**

Where behaviour falls below expectations, the school will take proportionate and protective action. This may include:

### **Stage 1 – Verbal or Written Warning**

A senior leader may:

- Explain the behaviour that has caused concern
- Clarify expected conduct
- Request that inappropriate communication ceases

### **Stage 2 – Modified Access ('Limited Licence')**

The Headteacher may impose conditions such as:

- Requiring all communication to be in writing
- Restricting the parent to pre-booked appointments only
- Requiring another staff member to be present in meetings

### **Stage 3 – Formal Site Ban**

A parent/carer/visitor may be banned from school premises for a fixed period or indefinitely.

The school will provide:

1. A written notice outlining reasons for the ban
2. Details of the review period (if applicable)
3. Clarification on alternative arrangements for delivering/collecting the student
4. Notification to the Chair of Governors

The police may be informed where necessary.

### **Stage 4 – Police Involvement**

The school will report behaviour to the police if the incident involves:

- Physical assault or threats
- Harassment or stalking
- Online abuse or defamation
- Criminal damage
- Trespass after a ban has been issued

## **5. Working Together to Resolve Concerns**

The school is committed to resolving concerns fairly and transparently.

Parents should follow the established procedures by contacting in the first instance:

1. **Class teacher / tutor**, then
2. **Head of Year / relevant middle leader**, then
3. **Member of Senior Leadership Team**, then finally
4. **Formal Complaints Procedure**

Aggressive or inappropriate escalation will not be accepted.

## **6. Support for Staff and Students**

Where parents engage in challenging or disruptive behaviour:

- Staff will be supported in accordance with HR and safeguarding procedures.
- Students will be shielded from exposure to conflict.
- Recordings of incidents will be stored in line with data protection rules.
- Repeat incidents will trigger safeguarding and risk assessments.

## **7. Linked Policies**

This policy should be read alongside:

- Behaviour Policy (2025)
- Child Protection & Safeguarding Policy
- Complaints Procedure
- Home School Agreement
- Acceptable Use & Online Safety Policies
- Staff Code of Conduct