



POULTON ST CHAD'S
CHURCH OF ENGLAND
PRIMARY SCHOOL

LOVE LEARNING. LOVE GOD. LOVE ONE ANOTHER.

Unacceptable Behaviour Policy for Parents / Carers

Issue Number	Date	Author	Approver	Changes
1	18.4.24	N. Bitsakaki	Resources Committee	Newly Written
2	Oct 2025	N. Bitsakaki	Rachelle Hayton – Chair of Governors	Changes to policy, including social media abuse, legal action.

Our Mission statement:

At Poulton St Chad's, we believe every child is a gift from God, blessed with their own gifts and talents. It is our mission to ensure children are safe, happy and can thrive.

We aim to give our children a love for learning through our engaging curriculum and enrichment opportunities; a love for God within our distinctly Christian setting and a love for one another through our nurturing environment and inclusive relationships.

Every day we are guided by our biblical root: **"Let all that you do be done in love" (1 Corinthians 16:14)** and by our school motto: **LOVE LEARNING. LOVE GOD. LOVE ONE ANOTHER.**

Policy Aims

The Governing Body of Poulton St Chad's Primary School encourages close links with parents, carers and the community. We believe that pupils benefit when the relationship between home and school is positive. We seek to follow the teachings of Jesus and treat one another as we wish to be treated ourselves. The majority of parents, carers and others visiting our school are keen to work with us. They are supportive of our school and adhere to the Home-School Agreement. However, there are rare occasions when a negative attitude towards school is expressed and unacceptable behaviour occurs.

This policy outlines the steps that will be taken where conduct falls short of our expectations and is unacceptable from members of the school community. We consider that aggressive, threatening, abusive, insulting behaviour or language from a parent or carer presents a risk to staff and pupils. Unacceptable behaviour is such that makes a member of staff or pupil feel threatened, intimidated or uncomfortable. This can be through face-to-face contact, telephone calls or voice messages, via email or in other written communication including social media and Whats App groups.

Roles and responsibilities

The Governing Body

The governing body will monitor the effectiveness of this policy, hold the headteacher to account for its implementation and receive reports on the wellbeing of staff regularly during Resources Committee meetings.

Headteacher and SLT

The headteacher and SLT are responsible for ensuring that this policy is adhered to, that school staff are supported if an incident occurs and that follow up action, including record keeping, is completed. The headteacher will report any incidents to Governors during Resources Committee meetings. The headteacher and SLT will act as role models for other staff in dealing with difficult parents and visitors.

All staff

All staff will represent Poulton St Chad's school by being helpful, approachable, respectful and reasonable in all their communications with parents and carers. Poulton St Chad's staff will adhere to the Staff Code of Conduct and will follow teacher standards. Staff will be assertive when appropriate and if needed, will remind parents of the acceptable way to behave regarding school and its staff. Staff will report any incidents of aggressive/abusive behaviour to the headteacher/SLT as it is their right to be safe in the workplace.

Parents/Carers/Community

Parents/Carers are expected to support Poulton St Chad's school in its aim to create a secure and happy place for children to learn and grow. They need to raise any concerns through the appropriate channels, speak calmly and respectfully to staff (especially in front of their child and other parents) and adhere to the Home-School Agreement, found in the front of their child's planner and on the school website. Parents/Carers are expected to treat all members of staff with the same courtesy and respect, regardless of their position in school, demonstrating how they would like to be spoken to and treated.

UNACCEPTABLE BEHAVIOUR

These behaviors are not acceptable on school premises, and/or when communicating about the school as a whole, and/or members of staff, governors, pupils, visitors, fellow parents/carers in any format or setting.

Types of behaviour considered unacceptable, which will not be tolerated are as followed;

- Shouting and/or displaying a temper and/or inappropriate behaviour either in person or over the telephone;
- accusatory, abusive, demanding, threatening or derogatory comments of any kind;
- physical force such as pushing; hitting, slapping, punching or kicking;
- spitting;
- racist, discriminating or sexist comments;
- suggestive or lewd comments or behaviour;
- sending abusive or threatening emails or text/voicemail/phone messages or other written communications to / about anyone within the school community;
- approaching someone else's child to discuss or chastise them because of the actions of this child towards their own child;
- the use of physical, verbal or written aggression towards another adult or child. This includes physical punishment of your own child on school premises;
- defamatory, offensive, negative or derogatory posts/comments which are intended to cause emotional, physical or professional harm or engaging in such posts including liking or sharing comments regarding the school on social media platforms including Facebook, WhatsApp or other sites;
- sharing negative, defamatory, and harmful information on school premises;
- breaching the school's security or health and safety procedures;
- damaging or destroying school property;
- acting in a way that is deliberately intimidating;
- asking school staff, governors, pupils to go against policies;
- covert recording meetings / interactions;
- referring to the personal lives of staff and governors.

This is not an exhaustive list but seeks to provide illustrations of such behaviour.

PROCEDURE TO BE FOLLOWED

We understand that situations arise which can cause frustrations or misunderstandings and can have a negative impact on our relationships. Through positive communications and following the correct procedures, together we can establish what has happened and can remain committed to resolving difficulties in a constructive manner however a respectful and co-operative approach is always essential. This can ensure

we can work together in an atmosphere of mutual understanding.

Should any of the above occur on school premises or in connection with school, the school will take the necessary action. If possible, and depending on the seriousness of the incident, the headteacher / SLT may choose to resolve the situation through discussion, however this is not essential and will not happen if there is a concern of aggression or safety.

Any incidents of unacceptable behaviour will be logged, and written communication will be sent to the parent/carer explaining the breach and the sanctions that will be imposed if these behaviours are displayed again.

In the case of serious and potentially criminal matters, the concerns will be referred to Lancashire Police. This will include any or all cases of threats or violence to any child, staff or governor in the school. This will also include anything that could be seen as a sign of harassment of any member of the school community, such as any form of insulting social media post or any form of social media cyber bullying. In cases where evidence suggests that behaviour would be tantamount to libel or slander then the school will refer the matter to the County Council's Legal Team for further action.

With all serious and repeated breaches, the headteacher/SLT has the authority to immediately take further steps with the outcome they feel is most appropriate. These steps can include contacting the appropriate authorities, instating a Single Point of Contact (SPOC) to restrict communication to one person only or imposing an immediate school premises ban.

These measures will be in line with LCC policy and their guidance on appropriate behaviour towards school staff (please see Appendix A). They will be for a stated period of time and are subject to review. The parent/carer will be informed in writing, with clear guidance on what will happen if the SPOC or premises ban is breached e.g., legal action, police involvement or an injunction application. The Chair of Governors and Local Authority will be informed. Where appropriate, arrangements for the dropping off and collection of children will be clarified.

In implementing this policy, school will seek advice from the Local Authority's education, health and safety and legal departments where necessary, to ensure fairness and consistency.

Together we can create a positive and uplifting environment not only for the children but also all who work and visit our school.

Please note: It is the responsibility of parents/carers to make sure all persons collecting their children are aware of this policy or any family members who are involved in the school community act accordingly. School staff are not permitted to talk in detail to anyone other than the registered parents/carers regarding a pupil unless written consent is given from the pupil's parent/carer.

Policy Review Date: October 2026

Lancashire County Council guidance on appropriate behaviour towards school staff

Zero tolerance on harassment, bullying and intimidation.

School staff must be respected, and we have a zero-tolerance policy on harassment, bullying and intimidation. All staff have the right to be treated with dignity and respect without the fear of threatening behaviour, verbal abuse or violence.

We ask that complaints are raised through the school's Complaints Policy - those communicated directly by email will not be addressed. Schools will only respond to individual complaints on particular issues.

It is not acceptable to write derogatory or inflammatory posts on social media. Abusive telephone calls will be ended. Such behaviours will not be tolerated, and action will be taken against those who behave or act in such ways.

Lancashire County Council guidance on impartiality and teaching about moral and ethical issues

Dealing with moral and ethical issues at school

Schools have a legal duty to remain politically impartial and to follow the official guidance set by the Department for Education.

Schools and settings have a duty to provide a safe environment for pupils, students and staff.

All pupils and students, regardless of their background and beliefs, should feel welcome, safe and heard.

It is important that pupils and students can engage in constructive conversations about serious issues in a safe and inclusive environment while respecting the diverse views that may be held by others.

Thank you for respecting the staff in our schools.



Paul Turner
Director of Education, Culture and Skills

