



# South Wonston Primary School

## Appropriate Conduct and Work-Related Violence Policy

**Approved by:** Headteacher and Full Governing Body

**Date approved:** January 2025

**Review date:** January 2026

## 1. Introduction

At South Wonston Primary School, we are immensely proud and fortunate to have a dedicated and supportive community comprising staff, governors, parents, carers, and visitors. We all recognise the importance of building and maintaining strong, respectful relationships so that each child can develop the knowledge, skills, and personal qualities needed for adulthood. Therefore, we warmly welcome parents, carers, and visitors to participate fully in the life of our school.

This policy sets out our expectations regarding appropriate conduct by parents, carers, and visitors on school premises (including at school-related events and online). It also outlines how we respond to work-related violence or aggression. We firmly believe it is essential that any concerns or complaints are resolved constructively through open, positive communication.

**This policy should be read in conjunction with:**

- The **Staff Code of Conduct**, which all staff must follow.
- Relevant safeguarding policies, including **Keeping Children Safe in Education** (DfE, latest version).
- The **Equality Act 2010**, and other relevant legislation or guidance.

## 2. Purpose

The main aims of this policy are to:

1. Maintain a peaceful, safe, and respectful environment for pupils, staff, parents/carers, and visitors.
2. Clarify the standards of acceptable behaviour expected of all parents, carers, and visitors.
3. Provide clear procedures for responding to inappropriate or abusive conduct on school premises or during school-related meetings and events.

## 3. Scope

This policy applies to:

- All parents, carers, and family members.
- All school visitors, including external agency staff and volunteers.
- Any individuals collecting children from the school or attending school events/meetings.

## 4. Definition of Work-Related Violence

The Health and Safety Executive (HSE) defines work-related violence as:

“Any incident in which a person is abused, threatened or assaulted in circumstances relating to their work.”

At South Wonston Primary School, we take this definition very seriously. Any form of abuse or threat—verbal, physical, or written—towards staff, governors, volunteers, parents, visitors, or pupils will be treated as work-related violence and addressed under this policy.

## 5. Expected Behaviour

We expect parents, carers, and visitors to:

1. **Respect the caring ethos of the school**
  - Model positive, polite, and respectful behaviour at all times.
2. **Work collaboratively with school staff**
  - Recognise that teachers, support staff, and parents/carers work together for the benefit of the children.
3. **Demonstrate respect in communication**
  - Speak calmly and politely to staff, other parents/carers, and children, including on the telephone or via email.
4. **Seek constructive resolution**
  - Approach the school directly to clarify any issues and work towards peaceful solutions.
5. **Use appropriate school entrances**
  - Ensure parents, carers, and visitors enter the school via the designated entrances, not via classroom doors, to maintain security and protect children.
6. **Refrain from using staff as a disciplinary threat**
  - Avoid using school staff as a means to admonish or threaten children’s behaviour.

## 6. Unacceptable Behaviour

In order to support a peaceful and safe school environment, the school **cannot tolerate** the following behaviours (this list is illustrative, not exhaustive):

1. **Shouting or aggressive tone**
  - In person, over the telephone, or via any communication platform.
2. **Physical intimidation**
  - For example, standing very close or invading personal space in an aggressive manner.
3. **Use of offensive language or swearing**
  - Including swearing, cursing, or displaying temper.
4. **Threats of physical harm**
  - Threatening to harm staff, governors, parents/carers, visitors, or pupils.
5. **Discriminatory or hateful language/actions**

- Any language or behaviour that breaches our commitment to equality and diversity. This includes, but is not limited to, language or actions that are sexist, racist, homophobic, transphobic, or discriminatory towards disability, or that otherwise target any of the protected characteristics (Age, Disability, Gender Reassignment, Marriage and Civil Partnership, Pregnancy and Maternity, Race, Religion or Belief, Sex, and Sexual Orientation) as outlined in the Equality Act 2010.
- 6. **Damage to school property**
  - Damaging or destroying items belonging to the school or other individuals.
- 7. **Abusive or threatening messages**
  - Via email, text, voicemail, social media, or any written or verbal communication.
- 8. **Defamatory or offensive comments on social media**
  - Any post targeting the school, pupils, parents, or staff in a derogatory, offensive, or libellous manner.
- 9. **Bringing animals onto school premises**
  - Except for assistance dogs or with explicit prior arrangement as part of the curriculum.
- 10. **Directly approaching someone else's child**
  - For example, to chastise or discuss issues relating to behaviour. Such action may be viewed as assault and could have legal consequences.
- 11. **Smoking or use of e-cigarettes/vaping**
  - Prohibited on school premises.
- 12. **Possessing or being under the influence of alcohol or other substances**
  - Not permitted on school premises or at school events.

Should any of the above behaviours occur on school premises (or at any school-related meeting or event), the school may contact the relevant authorities and, if necessary, **ban the offending adult from school grounds.**

## **7. Responding to Inappropriate Behaviour**

### **7.1 General Principles**

South Wonston Primary School is committed to ensuring the safety and wellbeing of pupils, staff, and the wider community. While we will always listen to concerns raised by parents or carers, we will not tolerate inappropriate, abusive, threatening, or violent behaviour towards any member of our community.

### **7.2 Steps to De-escalate or Respond**

- **Ask for calm and respectful communication**  
Politely request that the parent/carers/visitor remains calm.
- **Offer an alternative**  
If the behaviour continues, offer to schedule another appointment when all parties are calm.

- **End the meeting/call if necessary**

If the situation does not improve, it may be necessary to end the meeting or telephone call.

- **Seek support**

Call a colleague, line manager, or the police if you feel unsafe.

- **Record the incident**

Complete a **Record of Inappropriate Behaviour Form**, ensuring any witness statements are attached.

## **8. Procedure for Specific Scenarios**

### **1. Scheduled Meetings with Individuals Who Have Demonstrated Inappropriate Behaviour Before**

- Arrange the meeting so at least two members of staff are present.
- Set a clear agenda, expectations, time limit, and outcomes.
- If inappropriate behaviour arises, ask the individual to calm down. If it continues, end the meeting and record the incident.

### **2. Inappropriate Behaviour Over the Telephone**

- Politely inform the caller you will end the call if they do not remain polite and calm.
- If the caller continues to behave inappropriately, give a final warning before ending the call, clearly stating you are doing so.
- Record the incident on a **Record of Inappropriate Behaviour Form**.

### **3. Unsolicited Approaches by Individuals After an Incident**

- If a parent/carer or visitor approaches a member of staff following an incident, the staff member should listen briefly, then politely direct them to a senior member of staff if the issue is unresolved.
- If the staff member feels unsafe, they should walk away and record the incident.

### **4. Witnessing Inappropriate Behaviour**

- If a staff member sees another staff member being subjected to inappropriate behaviour, they should:
  1. Stand by their colleague.
  2. Use de-escalation strategies (request calm, suggest booking a formal appointment, etc.).
  3. Escort the colleague away to a safe space if necessary.
  4. Record the incident and inform a senior member of staff.

## **8.1 Senior Leadership Team Actions**

A senior member of staff will:

- Follow up on reported incidents.
- Ensure the incident is documented on a **Record of Inappropriate Behaviour Form**.
- Determine whether a warning letter, risk assessment, or legal advice is necessary.

- Provide support to the staff member(s) involved, including signposting to external support if required.

There should be a written record of all such incidents, with witness statements attached where appropriate. No meeting at school may be recorded electronically without the express permission of all parties, and information obtained without such permission will not be admissible in any proceedings.

## 9. Social Media Use

The Governors of South Wonston Primary School consider the misuse of social media (e.g. posting libellous, inflammatory, or defamatory comments about the school, staff, pupils, or other parents/carers) to be unacceptable. Any concerns should be raised **directly** with the class teacher, Headteacher, or the Chair of Governors, so that they may be dealt with fairly and appropriately.

If a parent, carer, or pupil is found posting inappropriate content on social media:

- They may be reported to the site's "report abuse" section.
- They may be asked to remove the offending comments immediately.
- The school reserves the right to consider legal action if such misuse continues.

## 10. Support for Staff

If a staff member experiences or witnesses inappropriate behaviour, they should:

1. Seek immediate support from a colleague or senior leader.
2. Record details of the incident on the **Record of Inappropriate Behaviour Form**.
3. Access confidential support services if needed, e.g. through **Health Assured** at [www.healthassured.co.uk](http://www.healthassured.co.uk).
4. Contact a trade union for advice and support. We strongly recommend that all staff belong to a professional union, which can provide comprehensive advice on a range of issues that may be encountered.

The Senior Leadership Team will provide guidance and, if necessary, seek legal or other advice on your behalf.

## 11. Monitoring, Review, and Compliance

- **Monitoring:** The Senior Leadership Team and Governors will monitor incidents of inappropriate behaviour on a regular basis (termly or more frequently if required).
- **Review:** This policy will be reviewed annually (or sooner, if needed) to ensure it remains effective and up-to-date with current legislation and guidance.

- **Compliance:** Parents, carers, visitors, and staff are expected to comply with this policy. Any breaches may result in immediate action, including banning individuals from school premises or, if necessary, taking legal measures.

## 12. Final Statement

We thank all parents, carers, and visitors for supporting our aim to create a respectful and positive environment at South Wonston Primary School. By working together, we can safeguard the wellbeing, security, and success of our entire school community.

---

**Date of Policy Update: January 2025**

**Next Review Date: January 2026**

For any queries about this policy, please contact the Headteacher or the Chair of Governors via the school office.

---

## Appendix: Additional Resources and Contacts

- **Health and Safety Executive (HSE):** [www.hse.gov.uk/violence](http://www.hse.gov.uk/violence)
- **Equality Act 2010 Guidance:** [www.gov.uk/guidance/equality-act-2010-guidance](http://www.gov.uk/guidance/equality-act-2010-guidance)
- **Health Assured:** [www.healthassured.co.uk](http://www.healthassured.co.uk) (confidential staff support service)
- **Trade Unions:** Contact details of local and national unions are available in the staff room or via the school office.