



STAKEHOLDER BEHAVIOUR PROTOCOL

Approved by the Trust Board	11 October 2022 5 December 2023
Review Date	1 December 2026

The STAR MAT believes that students/pupils benefit most from a close relationship between home and school. Pupils feel more secure when they know that everyone is working together to make their lives better so that they can fulfil their potential.

Within STAR MAT schools we are very fortunate to have supportive and friendly parent bodies and wider community relations. Our parents and carers recognise that educating children is a process that involves partnerships between parents, class teachers and the school community. The Trust encourages parents and carers to participate fully in the life of their school.

However, the Trustees are aware that, on occasions, staff in schools encounter a small minority of parents, carers and visitors to their school who do not conduct themselves in an appropriate manner. The purpose of this protocol is to provide a reminder to all parents, carers and visitors of our expectations and the possible consequences of aggressive and/or threatening behaviour towards members of a school's community.

We expect parents, carers and visitors to:

- Respect the caring ethos of the school and wider Trust;
- Speak to members of staff with courtesy and respect and in the manner that they would wish to be addressed;
- Understand that both staff and parents need to work together for the benefit of their children;
- Reconcile their understanding of events with the school's view in order to bring about a peaceful resolution to any issue (if this cannot be achieved, parents should consider using the [Complaints Procedure](#) to lodge a formal complaint to ensure appropriate process is followed);
- Correct their own child's behaviour (or indeed their own) in the school grounds where it could lead to conflict, aggressive or unsafe behaviour that might endanger other pupils, staff, parents or visitors.

The Trust expects its staff to behave professionally (see [STAR MAT Code of Conduct](#)) and to attempt to diffuse challenging situations with, where appropriate, the support of other colleagues. However, all staff have the right to work without fear of violence and abuse.

It is an offence under section 547 of the Education Act 1997 for any person, including parents and carers, to cause a nuisance or disturbance on school premises. The Headteacher may authorise the removal of a person if they have reasonable cause to believe that the person is causing a nuisance and/or disturbance. Where necessary, the police may also be called to assist the school in removing a person.

The Trust recognises that adults have an implied licence to enter a school property. However, parents and stakeholders are reminded that the only times adults should ordinarily access school premises are:

- At the beginning of the school day;
- At the end of the school day;
- By appointment or invitation.

In addition, parents and other stakeholders are reminded that it is often not appropriate to expect to see a member of staff immediately, and all schools reserve the right to arrange appropriate appointments to follow any request for discussion.

Schools and other Trust premises are classed as private property. Any adult breaching these access limitations can be deemed to be trespassing. Trespassing is a civil offence and may result in legal action being taken if serious and/or persistent.

Trustees consider that the following behaviours are unacceptable and will not be tolerated by staff in our schools (the following list is for illustration only and is not to be regarded as exhaustive):

- Disruptive behaviour that interferes or threatens to interfere with the operation of a classroom, an employee's working space or any other area of the school grounds or wider Trust premises;
- Using offensive and/or threatening language;
- Threatening to cause bodily harm to a member of school staff, a trustee, governor, visitor, parent/carer or pupil, regardless of whether or not the behaviour constitutes a criminal offence;
- Physically intimidating any of the above stakeholders;
- Shaking or holding a fist towards another person;
- Pushing, hitting or spitting at another person;
- Any form of racism, sexism, homophobia or genderphobia. Equally, any abuse of persons with a disability. The Trust's Equalities policy outlines in more detail what is expected of the Trust, its staff and its pupils and parents are expected to respect the culture of mutual respect and tolerance.
- Any form of religious intolerance or persecution;
- Any demonstration, either singularly or in a group;
- Any actions that threaten the security of a school or any of its stakeholders;
- Approaching someone else's child in order to openly reprimand them because of their perceived actions towards someone else;
- Writing abusive comments about a school, its pupils, staff or stakeholders in any form or media;
- Using social media to make defamatory, offensive or derogatory comments regarding the school and/or the Trust or any of its stakeholders;
- Attempting to record, or actually recording (audio/video, or both in combination) a member of staff or group of staff engaged in either a private conversation and/or a conversation with yourself or another parent or stakeholder on school premises, or any combination;
- Parents and stakeholders do not have a right to make such recordings, either covert or otherwise whilst on STAR MAT property, or whilst engaging with staff members outside the school bounds, eg. on bus duty;
- Attempting to record, or actually recording (audio/video, or both in combination) any telephone conversation or on-line meeting (Zoom, or similar).

Please note that all STAR MAT premises are non-smoking - this includes vapes and vaping products.

When a parent or stakeholder behaves in an unacceptable way towards a member of the school staff or another pupil, the Headteacher (or the member of staff deputising for the Headteacher) will seek to resolve the situation through discussion and mediation (unless the action is deemed serious enough to merit an immediate escalation of the matter by way of an individual's removal). Where it is deemed appropriate, the person(s) displaying unacceptable behaviour may be directed to the Trust's Complaints Procedure – which provides a formal route to help deal with their issues.

In the event that aggressive and/or intimidatory behaviours continue despite efforts at mediation, or where there is an act of violence, a parent or carer may be banned from entering a school's premises by the Headteacher (with the agreement of the Local Governing Body and/or Trust) for a defined period of time, subject to review. Schools reserve the right to involve the Police Service, if deemed appropriate.

Prior to a ban being enforced, the following steps will be taken:

1. The Headteacher will have verbally warned the individual that their behaviour is unacceptable (note this step may be bypassed depending upon the severity of the situation at hand);
2. The Local Governing Body (by way of the Chair of Governors) and the Chief Executive Officer will be informed of the need to ban an individual and will have given their consent;
3. An individual will be told, in writing, that they are banned from the premises subject to review. The individual will be advised what will happen if the ban is breached;
4. Where appropriate, arrangements for pupils being delivered to, and collected from, the school gate will be clarified.

All incidents of unacceptable behaviour must be logged and reported to the headteacher and where appropriate the Chief Executive Officer.

Note: Where an assault has led to a ban, a statement indicating that the matter has been reported to the Trust and the police will be communicated to the individual.

Any person who is banned from a school's premises has the right to appeal the decision and can do so via the formal Complaints Procedure.

In conclusion, to reiterate the opening statement, children learn best when there is a positive partnership between home and school. Whilst every effort will be made to work with parents, this can only be possible when parents behave in an acceptable way towards members of a school's community.