ST. LUKE'S CHURCH OF ENGLAND PRIMARY SCHOOL

Church Lane
Lowton ☎ **01942 201140**
Warrington
WA3 2PW **web** **www.saintlukes.wigan.sch.uk**
Headteacher: Mr S Hardaker e-mail enquiries@admin.saintlukes.wigan.sch.uk

Managing Parent Behaviour Policy

Policy Title: Managing Parent Behaviour Policy
Review Cycle: Annually
Approved By: Governing Body
Date Adopted: November 2026
Review Date: November 2027

1. Statement of Intent

At St Luke's Primary School, we value the positive relationships that exist between parents, carers, staff, governors and pupils. We recognise that successful partnerships between home and school are essential in ensuring the best outcomes for children.

The vast majority of parents and carers support the school and engage respectfully with staff. However, in rare circumstances, behaviour may become unacceptable and adversely affect the wellbeing of staff, pupils or members of the school community. This policy sets out the expectations for conduct and the procedures that will be followed where behaviour falls below acceptable standards.

The school is committed to maintaining a safe, respectful and professional environment for all.

2. Aims of the Policy

This policy aims to:

- Promote positive and constructive relationships between home and school.
- Protect staff, governors, volunteers and pupils from abusive, threatening or intimidating behaviour.
- Provide clear expectations regarding acceptable conduct.
- Outline the procedures that will be followed where concerns arise.
- Ensure concerns and complaints can be raised appropriately and effectively.

3. Scope

This policy applies to:

- Parents and carers.
- Family members.
- Visitors acting on behalf of parents.
- Individuals communicating with the school regarding a child attending the school.

The policy applies to behaviour:

- On school premises.
- During school events, visits and activities.
- During telephone conversations.
- In written correspondence.
- Via email or online communication.
- Through social media where it impacts the school community.

4. Expectations of Parents and Carers

The school expects parents and carers to:

- Treat all members of staff, governors, volunteers and pupils with courtesy and respect.
- Raise concerns through appropriate channels and allow the school time to investigate.
- Recognise that staff may not always be immediately available and that appointments should be made where necessary.
- Work in partnership with the school in supporting their child's education and wellbeing.
- Follow the school's complaints procedure when concerns cannot be resolved informally.

5. Unacceptable Behaviour

The following behaviours are considered unacceptable and will not be tolerated:

Verbal Abuse

- Swearing, insulting or derogatory language.
- Shouting at staff, governors, visitors or pupils.
- Personal attacks on staff or their families.
- Aggressive or confrontational behaviour.

Threatening Behaviour

- Physical intimidation.
- Threats of violence.
- Threatening gestures.
- Harassment of staff or other members of the school community.

Online Abuse

- Offensive, defamatory or malicious comments on social media.
- Sharing confidential information about children, staff or families.
- Encouraging others to target members of the school community online.
- Recording and publishing school interactions without consent where this may cause distress or reputational harm.

Unreasonable Conduct

Examples include:

- Repeated complaints about the same issue after all procedures have been exhausted.
- Excessive, persistent or unreasonable communication.
- Refusal to accept factual information or reasonable decisions.
- Making unfounded allegations against staff.
- Deliberately disrupting school operations.

Physical Aggression

Any form of physical aggression towards staff, pupils, parents or visitors will be treated as a serious matter and may result in immediate action.

6. School Response

The school will always seek to resolve concerns positively and constructively.

Depending on the nature and severity of the behaviour, the Headteacher may:

Stage 1: Informal Resolution

- Discuss concerns with the parent.
- Clarify expectations.
- Seek to repair the relationship and agree future conduct.

Stage 2: Written Warning

Where behaviour continues or is sufficiently serious, the school may issue a formal written warning outlining:

- The concern.
- The expected standards of behaviour.
- Consequences of further incidents.

Stage 3: Restricted Communication

The school may:

- Require communication to be made in writing only.
- Restrict contact to named members of staff.
- Limit frequency of communication where it becomes excessive or unreasonable.

Stage 4: Banning or Restricting Access

Where behaviour poses a risk to staff, pupils or the school community, the Headteacher may:

- Restrict access to school premises.
- Require appointments before attending school.
- Issue a temporary or longer-term ban from the site.

Parents will still be able to receive essential information relating to their child.

Stage 5: External Involvement

The school may seek support from:

- The Local Authority.
- Human Resources providers.
- Legal advisers.
- The Police where criminal offences may have occurred.

7. Recording Incidents

The school will record incidents involving unacceptable behaviour. Records may include:

- Date, time and location.
- Individuals involved.
- Witness statements.
- Copies of correspondence.
- Actions taken.

All records will be maintained in accordance with data protection legislation.

8. Communication Protocol

To ensure productive communication:

- Staff will normally respond within reasonable timescales.
- Meetings should be arranged through the school office.
- Discussions should remain focused on pupil welfare and education.
- Staff are not expected to engage with abusive, threatening or aggressive communications.

Any meeting may be terminated if conduct becomes unacceptable.

---

9. Social Media

Parents and carers are expected to use social media responsibly.

The following may lead to action under this policy:

- Abusive comments directed at staff, governors or pupils.
- Publishing allegations without evidence.

- Sharing confidential information.
- Encouraging hostility towards the school or individuals.

The school reserves the right to report content to social media providers and seek legal advice where necessary.

10. Safeguarding

The school has a duty to safeguard pupils and protect staff wellbeing. Any behaviour that impacts the safety, welfare or emotional wellbeing of pupils or staff will be addressed promptly and proportionately.

Where concerns suggest a potential safeguarding risk, appropriate agencies may be informed.

11. Equality and Inclusion

The school will apply this policy fairly and consistently. Reasonable adjustments will be considered where parents or carers have a disability or protected characteristic under the Equality Act 2010.

12. Monitoring and Review

The Headteacher and Governing Body will monitor incidents relating to parental behaviour and review the policy annually to ensure it remains effective and compliant with current legislation and guidance.

Appendix A: Parent Code of Conduct

By engaging with the school, parents and carers agree to:

✓ Treat everyone with respect and courtesy.
✓ Communicate calmly and appropriately.
✓ Follow school procedures when raising concerns.
✓ Work collaboratively with staff to support children.

Parents and carers must not:

✗ Use abusive or offensive language.
✗ Threaten, intimidate or harass others.
✗ Post harmful or defamatory comments online.
✗ Disrupt school operations or events.
✗ Engage in behaviour likely to cause distress or alarm.

Failure to comply with this Code of Conduct may result in action being taken under this policy.