

Community Behaviour Policy

Date of approval: March 2026

Date of next review: Spring/ Summer 2028

Agreed by Whitchurch Primary School Governing Body	Name
Chair of Governing Body	Peter Tenconi & Deepa Samani
Headteacher	Rachel Inniss

Date	Changes made
March 2026	

1. Introduction

At Whitchurch Primary School we strive to build strong relationships with parents, carers, and visitors, in order to help create a stimulating, happy and safe learning environment which continues from school to home and the wider community, providing all our pupils with the opportunity to achieve their personal best. The trust, support and co-operation of parents is fundamental to the continued success of our school.

Our staff come to work to educate and support our pupils and we believe it is important for everyone involved with school life to communicate in a respectful manner, whether in person, on the phone, or online. In this way, staff, pupils, parents, carers, and members of the public behave respectfully to each other at all times, which helps to promote the most constructive working and learning environment. Please note that our staff do not consent to being recorded during meetings or telephone calls, and if they become aware that the exchange is being recorded, they have the right to end the conversation immediately.

2. Inappropriate Behaviour

Though fortunately rare, the school takes any instances of inappropriate behaviour very seriously and will not tolerate any circumstances which may make pupils or members of staff feel threatened. A perceived threat, or any action which makes another individual feel threatened, can be sufficient to bar parents from the premises.

- 7.2 The use of foul and abusive language will not be tolerated on the school premises or over the telephone.
- 7.3 Any individual at Whitchurch Primary School should not be discriminated against, whether a staff member, pupil, or another adult, on the basis of their age, race, ethnicity, religion, cultural belief, attainment, disability, gender, sexuality or background.
- 7.4 Bullying, harassment, or intimidation, including physical, sexual, and verbal abuse, will not be tolerated under any circumstances.
- 7.5 The school holds the right to escort anyone off the premises who is displaying aggressive or disruptive behaviour.
- 7.6 Under section 547 of the Education Act 1996, it is an offence for any person to cause a nuisance or disturbance on school premises, in such circumstances the police may be contacted to assist in the removal of individuals from the premises, where necessary.
- 7.7 As outlined in this policy, the persistent occurrence of unacceptable behaviour can result in individuals being permanently banned from the premises.
- 7.8 The sending of abusive or threatening written or email messages will be treated in the same way as any other abusive or threatening behaviour.
- 7.9 The following are examples of inappropriate behaviour which may result in sanctions being issued against an individual:
 - Causing intentional damage to school property.
 - Breaching the school's security procedures.
 - Verbal abuse: swearing, talking in an aggressive manner, using offensive language or raising their voice at another individual.
 - Making racist or sexual comments or discriminating against any member of staff or pupil for any reason of position, gender or any other personal characteristic or behaviour.
 - Physical violence.
 - Physically intimidating an individual such as by standing in very close proximity

- The use of threatening body language such as shaking a fist or wagging a finger close to an individual's face.
- Writing or online messaging abusive or defamatory comments regarding an individual or the school, including on social media.

3. Use of Social Media

- 3.1 Everyone is expected to act in an appropriate manner when communicating about the school on social network sites, such as Facebook, X (formerly Twitter) and Instagram. This extends to social media messaging platforms such as Whatsapp, Facebook Messenger and iMessage.
- 3.2 Parents and visitors must not attempt to befriend or otherwise contact members of staff or pupils through social media. Where contact has been attempted, this should be reported to the Headteacher.
- 3.3 Online content (including rumours, allegations, and criticism) which are damaging to the school, or any members of the school community should not be posted. In the event of defamation, the school will consider legal action.
- 3.4 All members of the school community, including parents and visitors are encouraged to use social media responsibly in order to set a positive example for pupils.
- 3.5 Cyber bullying of any kind will not be tolerated and will be dealt with as a serious incident.
- 3.6 Any cases of social media use that breach the guidelines of this policy will be reported to the Leadership Team immediately.
- 3.7 The Leadership Team will report offending individuals using the appropriate 'report abuse' section on the specific social media site and will arrange a meeting with the individuals concerned to discuss their use of social media.
- 3.8 The individual will be advised to remove any posts or comments that are harmful, immediately.
- 3.9 The Leadership Team may contact the police for legal action where necessary.
- 3.10 The school reserves the right to cease communication (except when in relation to the safeguarding of young people) with any individual who behaves outside the acceptable behaviour outlined in this policy.

4. Managing Inappropriate Conduct

In the instance of inappropriate behaviour, the school will follow a number of procedures, depending on the severity of the situation:

- Contact will be made by a member of the Leadership Team to discuss the issues raised in a face-to-face or virtual meeting or a written warning will be issued.
- Anyone who is creating a nuisance or disturbance will be asked to leave the premises. The school may issue a letter banning any individual from the site.
- If an individual has been previously barred from the premises, or is causing a serious disturbance, the school will contact the police in order for the individual to be removed from the premises.
- The school will always contact the police in the event of any serious threat or incidence of violence and assault, and in the event of any actual harm caused to an individual.

Any abusive, foul or insulting language, physical attacks or aggressive or threatening behaviour towards staff members, governors, pupils, parents or any member of the public within our premises, on the phone or online, at face-to-face meetings or remotely will not be tolerated under any circumstances. This also extends to posting or publishing comments online that risk bringing an individual or the school's reputation into disrepute.

Anyone exhibiting these behaviours will be formally warned by the school that this will not be tolerated and any future violation of this policy could then result in all future communications with the school being restricted to writing. The school may consider taking legal action as appropriate.

All members of Whitchurch Primary School community have the right to work without fear of abuse or violence at all times.

5. Monitoring and Review

This Policy will be reviewed on a regular basis by the Headteacher and Governing Body.

If any parent / carer behaves in a manner that this policy outlines as unacceptable (such as abusive, aggressive, inappropriate or excessive contact, etc) the school may choose to take appropriate action in line with our legal position or forward a copy of this policy to appropriate individuals to ensure that parents / carers are aware of expectations for future behaviour; the position of the school; our legal rights and protection and any action that we might choose to take.

If parents are unhappy with a decision to implement this policy, they have the right to pursue the issue in line with Whitchurch Primary School's published Complaints Policy and Procedures.