



PARENT & CARER UNACCEPTABLE BEHAVIOUR POLICY AND PROCEDURE

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Responsible Management Committee (MC)	Wellbeing
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Responsible Person	Headteacher
To Review Date	November 2025
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Aim:

The purpose of this policy is to set out clearly for all stakeholders that at Herefordshire Pupil Referral Service (HPRS) we have a zero tolerance to violent or threatening behaviour in our school. Staff and pupils have a right to expect HPRS to be a safe place in which to work and learn.

We place high importance on good manners, positive communication and mutual respect. We strive to support our pupils to achieve the three C's; Currency (qualifications); Character (Resilience, understanding, tolerance etc) and Culture (British values). We model behaviour of respect, empathy and tolerance of others. We expect all parents/carers/visitors to show these values around the school at all times.

We are committed to education for all and securing the greatest possible access to learning and achievement for pupils with behavioural difficulties. HPRS actively encourages close links with parents and the community. We believe that pupils benefit when the relationship between home and school is a positive one.

The vast majority of parents, carers and others visiting our school are keen to work with us and are supportive of the school. From time-to-time it is necessary for parents and the school to deal with problems relating to particular pupils. It is important that discussions between parents and staff are conducted in a calm and respectful manner. In the vast majority of such situations this is what happens, but on rare occasions, aggression and verbal and/or physical abuse is directed towards members of the school staff or members of the wider school community.

Violence, threatening behaviour and abuse against school staff or other members of the school community, including other parents and pupils, will not be tolerated. All members of the school community have a right to expect that their school is a safe place in which to work and learn. There is no place for violence, threatening behaviour or abuse in our school.

We expect parents and other visitors to behave in a reasonable way towards members of school staff and the wider school community at all times. This policy outlines the steps that will be taken where behaviour is unacceptable.

Definition of unacceptable behaviour

We consider that aggressive, abusive or insulting behaviour or language from a parent presents a risk to staff and/or pupils. Unacceptable behaviour is behaviour that makes a member of staff or pupils **feel** threatened. This can be through face-to-face contact, on the telephone or in written communication including online and social media.

The following is not an exhaustive list but seeks to provide illustrations of such behaviour:

- any kind of insult which is an attempt to demean, embarrass or undermine
- any kind of threat
- raising of voice so as to be intimidating
- physical intimidation e.g. by standing very close to him/her or the use of aggressive hand gestures
- use of foul or abusive language
- any kind of physical abuse

This policy is in place to deter violence, threatening behaviour or abuse and take action against those responsible.

Policy Statement

- This policy covers any incident in which a member of staff is verbally abused, threatened or assaulted in circumstances relating to their work.
- Assault encompasses any intentional and violent physical conduct and includes verbal abuse as well as threats and of attempted assault.
- HPRS will take measures to deter violence, threatening behaviour or abuse and take action against those responsible.