St Lawrence's Church of England Primary School

St Lawrence's
CHURCH OF ENGLAND PRIMARY SCHOOL

Parent Protocol

2026 - 2027

As I have loved you, so must you love one another (John 13:34 – 35)

Parent Protocol 2026 - 2027

At St Lawrence's Primary Church of England School, we believe that pupils benefit most when there are close relationships between home and school. Pupils feel more secure and know that everyone is working to make their lives better so that they can fulfil their potential.

At St Lawrence's we are very fortunate to have a supportive and friendly parent body. Our parents and carers recognise that educating children is a process that involves partnerships between parents, class teachers and the school community. We continue to encourage parents and carers to participate fully in the life of our school.

However, on some occasions staff have to deal with a small minority of parents, carers and visitors to school who do not display the appropriate conduct. The purpose of this policy is to provide a reminder to all parents, carers and visitors of the expectations and the possible consequences of aggressive or threatening behaviour towards members of staff or to other visitors to school.

We expect parents, carers and visitors to:

- Respect the caring ethos of the school
- Understand that both teachers and parents need to work together for the benefit of their children
- Seek to clarify a child's version of events with the school 's view in order to bring about a successful solution to any issue
- Correct their own child's behaviour in the school grounds where it could lead to conflict, aggressive behaviour or unsafe behaviour in line with the school's code of conduct
- Not approach other parents or children about an incident within school – staff are often best placed to solve any problems here. This includes sending message via social media sites

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 school may authorise the removal of a person if they have reasonable cause to believe that the person is causing a nuisance or disturbance and the police may also be called to assist the school in removing a person.

The school expects its staff to behave professionally in these situations and attempt to diffuse the situation where possible, seeking the involvement as appropriate of other colleagues. However, all staff have the right to work without fear or violence and abuse and the right, in extreme cases, of appropriate self-defence.

Behaviour that is considered serious and unacceptable and will not be tolerated either in person, over the telephone or via a social media site, include the following.

- Disruptive behaviour that interferes or threatens to interfere with the operation of a classroom, an employee's office area or any other area of the school grounds.
- Using loud or offensive language, swearing, cursing, using inappropriate language or displaying temper.
- Threatening to do actual bodily harm to a member of school staff, Governor, visitor, parent/carer or pupil regardless of whether or not the behaviour constitutes a criminal offence.
- Shouting at school staff, either in person or over the telephone.

- Physically intimidating a member of staff.

- The use of aggressive hand gestures
- Threatening school staff
- Shaking or holding a fist towards another person
- Writing abusive comments about a member of staff
- Swearing at a member of staff
- Pushing, hitting or spitting
- Racist or sexist comments
- Breaking the school's security procedures
- Approaching someone else's child in order to discuss or chastise them because of the actions of this child towards their own child
- Defamatory, offensive or derogatory comments regarding the school or any other pupils, parents or staff at the school on Facebook or other social media sites
- Distracting their child whilst in the classroom through calling to them or approaching the exits before the end of the school day

This is not an exhaustive list but seeks to provide illustrations of such behaviour.

When a parent or member of the public behaves in an unacceptable way towards a member of the school staff, the member of staff has the right to explain that they are not happy with the parent's approach and ask for that person to leave. The Head Teacher or appropriate senior staff will then seek to resolve the situation through discussion and mediation. If necessary, the school's complaints procedure should be followed. Where all procedures have been exhausted, and aggression and intimidation continue, or where there is an extreme act of violence, a parent or carer may be banned by the Head Teacher, with the agreement of the Governing Body, from the school premises for a period of time, subject to review.

Prior to being banned the following steps will be taken:

1. The parent will be warned, in writing, that they are banned from the premises subject to review, and what will happen if the ban is breached.
2. Where an assault has led to a ban, a statement indicating that the matter has been reported to the local authority and the police will be included.
3. The Chair of Governors will be informed of the ban.
4. Where appropriate, arrangements for pupils being delivered to, and collected from, the school gate will be clarified.

Any person who is banned from the school premises has the right to appeal the decision.

Children learn best when there is a positive partnership between home and school and whilst every effort is made to work with parents, this will only be possible where parents behave in an acceptable way.

The school will take action where behaviour is unacceptable or serious and breaches this policy or health and safety regulations.