



Kindness
Respect
Courage
Curiosity

Improving As One

The Winchcombe School

Parent, Carer and Visitor Behaviour Expectations

**We are committed to the safety and wellbeing of
all our school community**

The Winchcombe School

**TITLE: Parent, Carer and Visitor
Behaviour Expectations**

STATUS: ADVISORY

Purpose:

At The Winchcombe School, safeguarding every member of our school community is at the heart of everything we do. This includes not only our children, but also our staff, parents, carers and visitors, to ensure that our school remains a safe, respectful and welcoming environment for everyone. One of our core school values is **respect** and we expect everyone in our school community to model this at all times.

We will always act to ensure that The Winchcombe School remains a safe place for our children, staff and all members of our school community and will not tolerate unacceptable behaviour in the form of abuse, threats or aggression.

Unacceptable behaviour includes, but is not limited to:

- Any kind of threat
- Any kind of insult as an attempt to demean, embarrass or undermine
- Raising voice as to be intimidating
- Any use of foul or abusive language
- Telephone calls, emails or in-person communication that is sarcastic, combative or aggressive in tone and language
- Persistent emails and/or phone calls that amount to threat, harassment and intimidation
- Inappropriate electronic activity including recording (without permission) or publishing abusive or inappropriate content with regards to the school, staff, or other members of the school community on social media
- Any form of physical violence, such as pushing or hitting
- Physical intimidation - e.g. facial expressions, standing unnecessarily close to a person or use of rude or aggressive hand gestures.
- Allegations that turn out to be vexatious or malicious (see separate policy for Dealing with Persistent/Vexatious Complaints and Harassment).

Procedure for dealing with unacceptable behaviour:

- If a parent, carer or visitor behaves unacceptably towards a member of the school community, as outlined above, the Headteacher and/or appropriate member of senior staff will seek to resolve the situation through discussion and mediation. Such discussion will highlight how the behaviour of the parent, carer or visitor did not meet the school's expectations and a request will be made that future communications with the school be modified considering this. A letter will be sent by the Headteacher to the parent, carer or visitor to confirm this request.
- Following any interaction of the above nature with a parent, carer or visitor, a member of staff does retain the right to submit a formal complaint about the incident to the Headteacher. Should such a formal complaint be made, then the Headteacher or designated member of the Leadership Team will investigate the complaint by speaking

to the parent, carer or visitor and the member of staff. Records should be kept of these communications.

- During an investigation of the above, any contact with the school will be through a designated member of staff by appointment only.
- The Headteacher will carry out a risk assessment and will determine any action to be taken in response to the findings of the investigation.
- The parent, carer or visitor will be informed of the outcome of the investigation by letter from the Headteacher.

Actions following investigation:

The Headteacher will decide what level of action needs to be taken following the investigation and can use their discretion to act in the best interests of the school, its staff and any children or members of the wider school community affected. We will always aim to reconnect and rebuild relationships which reflect our school values of **Respect, Kindness, Courage** and **Curiosity**. However, it may be necessary to put in place actions to protect the school community, such as:

- A verbal or written warning to the parent, carer or visitor about their behaviour or language.
- Any future meetings or discussions will be conducted with more than one member of staff, so as to not compromise a lone member of staff.

In more severe cases, the school may put stricter restrictions in place whereby:

- Access into school will be pre-arranged and agreed in advance by both parties.
- A single point of contact within school through whom all communications should be directed.
- Blocking of email with a separate nominated person as a contact. Any emergency or safeguarding situations would override this ban while the emergency is being dealt with.
- The school does have the right to refuse access, physically or electronically, from the school site to anyone deemed to be a threat to the safeguarding and wellbeing of any members of the school community, including children and staff. In this case, a formal letter will be issued, giving full details of when the ban begins and might end. The decision to refuse access would be agreed and reviewed by a representative from the Governing Body.
- Where a potential criminal offence has been identified, it may be deemed necessary to report the incident directly to the police.

Complaints about the process or decision taken:

Any parent, carer or visitor reserves the right to make a formal complaint in line with the school's Complaints Policy, if they are unhappy with the decision made by the Headteacher in the above process.

LINKED POLICIES:

Policy for dealing with persistent/vexatious complainants and harassment

DATE: June 2026	REVIEW DATE: June 2027
SIGNED: L Anderson	
Chair of Governors:Liam Anderson	
Date: 19th June 2026	