



Godalming Junior School

This school is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. If you have any concerns, you should contact our Designated Safeguard Leads, Adam Samson, Erin Coleman, Louise Munz, Kate Wilkinson and Andrea Crook

BEHAVIOUR OF PARENTS (INCLUDING CARERS) AND VISITORS POLICY

This policy was reviewed: Spring 2026

This policy will be reviewed next: Spring 2027

This policy will be reviewed by: The Learning and Curriculum Committee

Statement of Principles

Godalming Junior School actively encourages close links with parents and the community. It believes that students 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 students. It is important that discussions between parents and staff be 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 school staff or members of the wider school community.

Godalming Junior School expects and requires its members of staff to behave professionally in these difficult situations and attempt to defuse the situation where possible, seeking the involvement as appropriate of other colleagues. However, all members of staff have the right to work without fear of violence and abuse, and the right, in an extreme case, of appropriate self-defence.

Violence, threatening behaviour, harassment of any form and abuse against school staff or other members of the school community, including other parents and students, will not be tolerated (as stated in our information poster in reception - Appendix a). 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.

Types of behaviour that are considered serious and unacceptable and which will not be tolerated in relation to members of staff, and other members of the community are:

- shouting, either in person or over the telephone
- swearing or use of abusive or offensive language either in person or over the telephone/email
- constant emails and/or phone calls which amount to harassment and intimidation, despite the school's best efforts to address a situation
- Any racial, transphobic or homophobic behaviour or harassment of any kind

- Inappropriate electronic activity including publishing abusive or inappropriate content with regards to the school, teachers or students on social networking websites such as Facebook and X or in email communication
- hitting, slapping, punching, kicking or pushing
- physical intimidation, e.g. standing unnecessarily close to her/him
- the use of rude or aggressive hand gestures, including shaking or holding a fist towards another person
- spitting
- breaching the school's safeguarding procedures

This is not an exhaustive list but seeks to provide illustrations of such behaviour. Whilst the use of such behaviour is unacceptable in all circumstances, the school is particularly concerned to protect its students from being exposed to such behaviour (whether or not directed at them).

Unacceptable behaviour may result in the police being informed of the incident.

Parental/Visitor Access to the School Premises

Normally parents/carers (and those with parental responsibility), plus visitors, are granted what is known as "limited licence" to visit the grounds and buildings of a school. Where there are serious concerns regarding the conduct of a parent/visitor, and possible staff/student safety, the Headteacher could:

- initiate a meeting/dialogue with the individual
- write to the visitor, describing their misconduct, explaining its impact on the school and stating its unacceptability
- vary the person's "licence", say, through the addition of conditions
- warn of the possibility of a "ban" (i.e. the withdrawal of their licence) if the misconduct is repeated and notification sent to the local authority and Chair of Governors
- impose a ban with a review after a fixed period

Procedure to be followed

If a parent/carer/visitor behaves in an unacceptable way towards a member of the school community, the Headteacher and/or appropriate senior staff will seek to resolve the situation through discussion and mediation. If necessary, the school's complaints procedures should be followed by the parent. Where all procedures have been exhausted, and aggression or intimidation continue, where they may be serial/unreasonable complaints or where the circumstances otherwise require it, a parent/carer or visitor may be banned by the Headteacher from the school premises for a period, subject to review.

In imposing a ban, the following steps will be taken:

1. The parent/carer will be informed, in writing, that they are banned from the premises, subject to review, and what will happen if the ban is breached, e.g. that police involvement or an injunction application may follow
2. Where an assault has led to a ban, a statement indicating that the matter has been reported to the local police
3. The Chair of Governors will be informed of the ban

4. As appropriate, arrangements for meetings at school regarding students, and arrangements for students being delivered to and collected from the school will be clarified.

Conclusion

In implementing this policy, the school will, as appropriate, seek advice from the Local Authority if necessary, to ensure fairness and consistency.





Godalming Junior School

We welcome visitors to our school.

We will act to ensure it remains a safe place for pupils, staff and all other members of our community.

If you have any concerns we will always listen to them and seek to address them.

Please be aware, however, that abusive, threatening or violent behaviour will not be tolerated in this school.

Visitors behaving in this way are likely to be removed from the premises and prosecuted.

