



Expectations for Parent / Carer / Visitor Behaviour

At Ernesford Grange Primary School we are committed to providing all pupils with the best possible educational provision in line with our vision:

Our Vision and values:

Ernesford Grange Primary School will provide an excellent and innovative education for all its pupils. Children's learning, well-being, safety and happiness will be at the centre of all decisions made. Pupils will benefit from the highest quality teaching, a broad balanced curriculum and have wider opportunities outside of the curriculum.

Our school values of **Respect, Responsibility and Resilience** are at the heart of school life.

We believe in the importance of home / school partnership and welcome parents, carers and visitors to our site and community in support of our vision. We will act to ensure that the school remains a safe place for pupils, staff and all other members of the community. If a parent, carer or other member of the community has concerns, we will always listen to them and seek to address them.

In return, we expect that members of the public, parents, carers and other visitors to our school will behave in a polite and courteous manner to each other, to staff and to pupils. It is expected that parents and carers will be positive role models with respect to conduct and managing individual concerns.

Ernesford Grange Primary School will not tolerate aggressive, violent, abusive or anti-social behaviour towards anyone at the school - this includes in person and via remote platforms such as by telephone or online communication.

Inappropriate behaviour could include:

- Any form of prejudiced or discriminatory behaviour
- Sexualised comments and/or behaviour
- Shouting at others, either in person or over the telephone
- Physically intimidating others e.g. standing very close to them
- Threatening behaviour or language
- Aggressively gesturing
- Swearing
- Physical aggression e.g. pushing, hitting, slapping, punching, kicking
- Spitting
- Breaching school security procedures

Such behaviour will always be challenged - this can include banning the individual from the school premises or pursuing other legal action.

At Ernesford Grange Primary School we have four tiers of actions that can be taken to manage inappropriate behaviour by parents, carers or other visitors to school. These tiers have a hierarchy and can be used sequentially. However, depending on the nature of any particular incident, a process could be instigated at any of the tiers, e.g. for a serious incident, the first action could take place at the third or fourth tier.

The headteacher makes the decision about which tier is appropriate for a particular instance or incident. The Headteacher will take into account the severity of the behaviour, any history of similar behaviours and the perceived likelihood of reoccurrence. Although it is the headteacher's decision, they can take advice from:

- Staff colleagues as appropriate
- Coventry LA Senior Advisor in Education Improvement
- Legal services bought into by the school
- Police (mainly relevant if considering or pursuing Tier 4 action)