



Malbank School & Sixth Form College
Parental Expectations and Conduct Policy

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Parental Expectations and Conduct Policy

1. Introduction

The Governing Body of **Malbank School and Sixth Form College** encourages close links with parents and the community. It believes that pupil's benefit when the relationship between home and school is a positive one based on reasonable expectations of one another. This policy aims to explain what you as parents and carers can do to help support our working practice when making an enquiry and our expectations regarding how we feel our staff should be treated and possible outcomes where parents fall short of these expectations.

2. Expectations of Contact Between Home and School

It is always the intention of staff at **Malbank School and Sixth Form College** to support students and parents and do all we reasonably can to resolve issues and remove barriers to student progress and wellbeing. In order to do this effectively and efficiently we would like to remind parents of the following key guidelines in terms of what a parent should expect from us:

- If as a parent you have an issue that you would like us to investigate or offer support with, we ask that you do this by contacting the school admin account or the relevant key stage team directly via phone (01270 611009) or via the following email addresses:

admin@malbank.cheshire.sch.uk,
ks3@malbank.cheshire.sch.uk,
ks4@malbank.cheshire.sch.uk
ks5@malbank.cheshire.sch.uk

- Often, we will need to speak to a number of people including staff and students in order to handle your query – this takes time. We will endeavour to get back to you as soon as possible but ask that you respect our occasional need for a **48hr turnaround time** on responding to enquiries depending on complexity and capacity.
- Once an enquiry has been submitted, please do not continue to call for a response, we will be in touch as soon as we have an update and often responding to repeat phone calls and emails slows down our ability to investigate and intervene.
- **Please do not come into school for a meeting without prior arrangement.** In the vast majority of cases this is simply not possible as staff are teaching, have prior meeting commitments or are dealing with another matter that also requires their attention.
- Although it is common for parents to have immediate direct contact with the Headteacher in a primary setting, this is not the case at high school. We have a very large pastoral support team comprising over 15 members of staff in addition to a wider school leadership team of another 11 staff. Your concern will be directed to the member of staff best placed to deal with it. It may be the case that a meeting with the headteacher is appropriate or will arise as a later part of any process, but this would rarely happen straight away.
- Staff at **Malbank** are encouraged to have a healthy work life balance and therefore we discourage the sending of e-mails outside of traditional working patterns. Please therefore

understand that emails sent after the end of the school day are likely not to be addressed until staff return to work on their next working day.

The staff at **Malbank School and Sixth form** promise to do all we can to help parents to resolve any concern or issue raised but believe that the high levels of care and support we aim to provide can only be achieved if parents understand our need to work within a realistic framework as outlined above.

3. Expectations of Parental Conduct and Treatment of Staff

The vast majority of parents, carers and other members of the community visiting our school are keen to work with us and are supportive of the school. However, on the rare occasions when a negative attitude towards the school is expressed, this can result in aggression, verbal and or physical abuse towards members of school staff or the wider school community.

The Governing Board 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.

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

Types of behaviour that are considered serious and unacceptable and will not be tolerated:

- Shouting at members of the school staff, either in person or over the telephone
- Use of offensive, derogatory, sexist, racist, abusive, or generally inappropriate language.
- Physically intimidating a member of staff, e.g., standing excessively close to them
- The use of aggressive hand gestures.
- Threatening behaviour e.g., shaking or holding a fist towards another person
- Physically abusive behaviour such as pushing, hitting, slapping, punching, kicking and spitting.

This is not an exhaustive list but seeks to provide illustrations of what we deem to be unacceptable behaviour. Behaviour of this nature may result in the Local authority and the police being informed of the incident.

4. Procedure to be Followed in the Event of Parental Behaviour Concerns Being Raised

If a parent/carer behaves in an unacceptable way towards a member of the school community, the Headteacher or appropriate senior staff will seek to resolve the situation through discussion and mediation. Where all procedures have been exhausted, and aggression or intimidation continues, or where there is an extreme act of violence, a parent or carer may be barred by the Headteacher from the school premises.

In imposing a bar the following steps will be taken:

1. The parent/carer will be informed, in writing, that they are barred from the premises, subject to review, and what will happen if the bar is breached, e.g., that police involvement or an injunction application may follow.
2. Where an assault has led to a bar, a statement indicating that the matter has been reported to the LA (Local Authority) and the police will be included.

3. The Chair of Governors/LA will be informed of the bar.
4. Where appropriate, arrangements for pupils being delivered to, and collected from, the school gate will be clarified.

On some occasions, where staff have experienced verbal abuse via phone conversations, we reserve the right to refuse to engage with parents who display this behaviour. In this event, we will clarify our intention to make contact home with another appropriate adult.

Either the school or the Local Authority may take action where behaviour is unacceptable or there are serious breaches of our policy or health and safety legislation. In implementing this policy, the school will, as appropriate, seek advice from the LA's education, health and safety and legal departments, to ensure fairness and consistency.

Barring from the School Premises

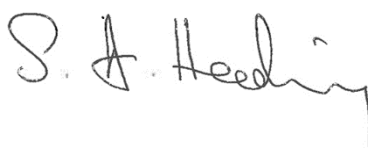
Although fulfilling a public function, schools are private places. The public has no automatic right of entry. Schools will therefore act to ensure they remain a safe place for pupils, staff and other members of their community.

If a parent's behaviour is a cause for concern, a school can ask them to leave school premises. In serious cases, the Headteacher or the LA can notify them in writing that their implied licence to be on school premises has been temporarily revoked subject to any representations that the parent may wish to make. Schools should always give the parent the opportunity to formally express their views on the decision to bar in writing. The decision to bar should then be reviewed, taking into account any representations made by the parent, and either confirmed or lifted. If the decision is confirmed the parent should be notified in writing, explaining how long the bar will be in place.

Anyone wishing to complain about being barred can do so, by letter or email, to the Headteacher or chair of governors. However, complaints about barring cannot be escalated to the DfE (Department for Education). Once the school's own complaints procedure has been completed, the only remaining avenue of appeal is through the Courts; independent legal advice must therefore be sought.

Adopted on: March 2026

For Review on: **2 years** (FGB March 2028 or when significant changes are required prior to this.)



Signed: Chair of Governing Board



Signed: Headteacher