



Unreasonable Behaviour Policy

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Document Control

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Lead/Owner	Chief Operating Officer
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The electronic version is the definitive version of this document.

The content of this procedure may be subject to revision from time to time in line with the policy review schedule or when legislation changes or operational reasons arise. Consultation with the recognised trade unions will be completed before any changes are made.

Version Changes

Version	Page Number	Details of Change	Agreed By	Date
1.0	N/A	New Policy	Board of Directors	07/03/2025

National/Local Policy

This policy must be localised by schools

This policy must not be changed, it is a trust policy (only change logo, contact details and yellow highlighted sections)

Position with the Unions

Does the policy require consultation with the National Unions under our recognition agreement?

No

1. Vision and Values

- 1.1. Plymouth CAST is a multi-academy trust of Catholic schools which is part of the mission of the Catholic Church dedicated to human flourishing and the building of a kingdom of peace, truth and justice. The Trust is to be conducted in all aspects in accordance with canon law and the teachings of the Roman Catholic Church and at all times to serve as a witness to the Catholic faith in Our Lord Jesus Christ.
- 1.2. Our vision and values are derived from our identity as a Catholic Trust. Central to our vision is the dignity of the human person, especially the most vulnerable. Our academies are dedicated to providing an education and formation where all our pupils and young people flourish in a safe, nurturing, enriching environment. All governors in our academies are expected to be familiar with the vision, mission, values and principles of the Trust and not in any way to undermine them. They should support and promote the vision and conduct themselves at all times in school and on school business according to the vision and principles of the Trust.
- 1.3. Plymouth CAST expects all its employees to recognise their obligations to each school within the Multi-Academy Trust, the public, pupils and other employees and to provide consistently high standards of education and performance at all times and in accordance with Plymouth CAST's vision, mission and principles.

2. Policy Aims

At Our Lady and St Patrick's Catholic Primary and Nursery School (OLSP), we recognise that parents and carers are the biggest influence on their children and their achievements. Therefore, we are committed to building positive and responsive relationships with parents and carers so that together we can ensure that our young people get the most out of their time with us.

OLSP is committed to dealing with all parents and carers fairly and impartially. However, we do not expect our staff to tolerate unacceptable behaviour and will take action to protect staff from that behaviour, including that which is abusive, offensive or threatening.

We encourage partnerships with our parents who care and work hard to maintain mutual respect and recognition of shared responsibility for the children. However, in a very small minority of cases the behaviour of a few parents or carers can cause disruption, resulting in abusive or aggressive behaviour towards staff and this will not be tolerated. All members of the school community have a right to expect that their school is a safe place.

3. Policy Principles

OLSP defines unreasonable behaviour as that which hinders our ability to communicate with an individual effectively because of the frequency or nature of the individual's contact with the school, such as if the individual:

- raises trivial or irrelevant information which they expect to be taken into account and commented on;
- raises large numbers of detailed but unimportant questions and insists they're fully answered, often immediately and to their own time scales;
- makes unjustified complaints about staff and/or seeks to have them replaced;
- makes excessive demands on school time by frequent, lengthy and complicated contact with staff in person, in writing, by e-mail and/or by telephone;
- uses threats to intimidate;
- uses abusive, offensive or discriminatory language or violence;
- knowingly provides falsified information;
- publishes unacceptable information on social media or other public forums.

If the behaviour continues, the headteacher will write to the individual explaining that their behaviour is unreasonable and ask them to change it. For individuals who excessively contact OLSP causing a significant level of disruption, we may specify methods of communication and limit the number of contacts in a communication plan. This will be reviewed after six months.

In response to any serious incident of aggression and any incident of violence, we will immediately inform the police and communicate our actions in writing. This may include barring an individual from OLSP. Schools are not public places, and although parents and carers have rights to attend and enter school premises for legitimate purposes, section 547 of The Education Act, 1996, states that it is an offence for a trespasser on school premises to cause a nuisance or disturbance. Plymouth CAST is entitled to withdraw the implied right a parent or carer has to enter the school if that parent or carer is violent or aggressive. If the parent or carer then enters the premises, they are in breach of the law, and they can be prosecuted in the criminal courts.

This policy applies to all those that engage with the school and not just to parents.

If the issue presents a less immediate threat, the Plymouth CAST Director of Education will consider issuing a warning letter that says that repeats of such behavior will likely result in a ban. Events may occur in several stages, and it may be that upon consideration by the Director of Education, a warning letter needs to be issued. Plymouth CAST will write to the parent/carers or individual setting out:

- what has happened and why it is unacceptable;
- that Plymouth CAST will consider banning the parent/carers from the school premises;
- give a clear explanation of why the ban is proposed;
- give the parent/carers 5 working days to respond in writing, giving their own version of events;
- state the length of the proposed ban and give a review date.

Following receipt of the written response, or in the absence of a written response:

- The Director of Education will decide whether to ban the parent/carer
- The parent/carer will be informed in writing within 3 days of the decision taken
- The terms of any ban will be clear, with explicit paths of communication between the school and the parent
- Pick up and drop off for children will be taken into consideration
- A date for the review will be given, which will take account of what has happened in the interim period
- If no further concerns have arisen regarding the parent's behaviour, a meeting date will be set which will seek to re-establish a productive working relationship between the school and the parent/carer.

In some cases, if the unacceptable behaviour is so extreme (for example, an assault on a member of staff) that the Director of Education may feel that there is no alternative but to impose a lengthy or permanent ban. In criminal cases, Plymouth CAST should inform the police and should contact their legal advisors.

Appendix 1

Poster for Display in Plymouth CAST School Environments

[Unreasonable Behaviour Policy Appendix 1 - POSTER](#)



Our mission is to be a community of outstanding schools in which our pupils flourish in safe, happy and stimulating environments and leave us with the knowledge and skills, personal qualities and aspirations, to make the world a better place, inspired by the gospel.



Collaboration

We are one team, being the best we can be. We achieve more altogether - one Trust, one family of schools, one community.

We are united through our faith, families and staff.



Ambition

We want our children to be happy and to flourish, achieving well.

Across all areas, we work as one team to drive up standards. We are courageous in our decision making and aspirations.

Through the strength of our ambition, we create a distinct brand and culture.



Stewardship

Justice, forgiveness and integrity are central to the gospels and drive our decision-making. Underpinning this is a relentless approach to safety, reliability and consistency.

As key influencers of our children's impact on society and the environment, we encourage sustainable and brave decision-making, based on a beliefs-led approach.



Trust

We are authentic, transparent, open and honest.

Through compassion and kindness, we show humility to each other.

