



WHITCHURCH HIGH SCHOOL

Ysgol Uwchradd Yr Eglwys Newydd

**CODE OF CONDUCT FOR THE
SCHOOL COMMUNITY**

Reviewed by: Huw Jones-Williams

Last Reviewed: June 2017

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INTRODUCTION

Good behaviour and discipline are key foundations for good education. Without an orderly atmosphere effective teaching and learning cannot take place. The Governors of Whitchurch High School expect and insist on the highest standards of behaviour throughout our school.

Courtesy, good manners and consideration for others, together with self-discipline and a proper respect for authority, are encouraged at all times and are important if we are to make our school a true, caring community. We place great emphasis on praising students for politeness and kindness to others.

The governors also recognise that to achieve this there needs to be a partnership between parents, class teachers and the school community. Therefore, the school have collected together relevant policies which should support this relationship by establishing clear expectations of behaviour from all adult members of the school community. Student behaviour is covered under separate policies.



Whitchurch High School - Ysgol Uwchradd Yr Eglwys Newydd

POLICY STATEMENT – KEEPING SCHOOLS SAFE

Reviewed by Huw Jones -Williams

Last Reviewed: June 2018

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Introduction

This guidance aims to assist headteachers and governing bodies in cases where the behaviour of visitors to the school gives cause for concern.

In particular, the guidance deals with situations where visitors are being threatening, abusive or aggressive towards other members of the school community. Such behaviour clearly cannot be tolerated. Staff and pupils have a right to expect their school to be a safe place in which to work and learn. This document includes advice on a range of possible measures that can be taken to ensure appropriate protection for schools.

The City of Cardiff Council advises that schools should have a written policy setting out the behaviour expected of parents/visitors, and the procedures to be followed when a school wishes to restrict a parent's access to the premises. A model policy (Appendix A) and a poster (Appendix B) are included and clearly specify the expected conduct and behaviour of visitors.

In addition, the guidance provides suggestions as to how to deal with difficult or abusive telephone calls and abuse using cyber technology, an increasing area of challenge for schools.

In this guidance, the definition in the Education Act 1996 of the word parent is somewhat extended and includes an individual who has care of the child whether or not s/he is the natural parent or has parental responsibility for the child. This includes step parents. Where an individual does not fall within this broad definition, the principles of this guidance should still be applied (but the wording of the model letters should be amended accordingly).

Headteachers and school governors are encouraged to make all staff aware of this guidance and also to consider the guidance in relation to their school's emergency plan.

Schools can obtain further advice and support to manage these challenging situations by contacting:

Neil Hardee: Head of Performance, Resources and Services

Tel: 029 2087 2802 Email: n.hardee@cardiff.gov.uk

Nathan Willcox: Statutory Obligations Manager

Tel: 029 2087 3714 Email: nwillcox@cardiff.gov.uk

Or by emailing educationhs@cardiff.gov.uk

Risk assessment

In the event of a parent behaving in an inappropriate way, each situation will need to be considered individually by the headteacher or a designated member of staff. The following factors should be taken into account as a risk assessment, before deciding on the most appropriate course of action:

- Has the parent been verbally aggressive/threatening/intimidating?
- Has the parent been physically aggressive/threatening/intimidating?
- What evidence is there? What do witnesses say happened?
- Does the parent have a known previous history of aggression/violence? (Information can only be sought from the police when an official complaint has been made).
- Do members of the school staff/community feel intimidated by the parent's behaviour?
- Have pupils witnessed aggressive/threatening/intimidating behaviour from the parent?
- Have pupils been approached inappropriately by the parent?
- Has the parent been abusive to school staff, pupils or visitors?
- Has the parent been persistently abusive to school staff, pupils or visitors?
- Was the parent provoked in **any** way prior to their behaviour and/or does the parent claim to have been provoked?
- Is there evidence of provocation?
- How frequently have the behaviours occurred?
- Is there a risk (low, medium or high) that the behaviour may be repeated?

All incidents where staff feel they are threatened or vulnerable must be completed in full including managers comments and reported via the Council Violence at work report form (Appendix D) – this must be returned to:

Education Compliance

County Hall

Cardiff

CF10 4UW

Or email: educationhs@cardiff.gov.uk

Options for headteachers

After evaluating all available information, and any other relevant factors, there are several actions the headteacher may wish to take. These can include:

Inviting the parent to a meeting to discuss events

This could be helpful where a planned and structured meeting has either not been held before or has previously been productive. A full restorative meeting may be considered, but if it is not safe to bring all the parties together at a meeting, a restorative process can still take place through the exchange of information. The safety and well-being of those attending such a meeting must be carefully considered. It is strongly recommended that members of school staff should be

accompanied by at least one other colleague at any such meeting. Consideration should be given to the seating arrangements, and care taken to ensure exits cannot be blocked by a parent who could potentially become aggressive. The main points of discussion and any agreed actions should be noted, and a follow-up letter sent to confirm the school's expectations and any agreed actions. Some parents may covertly record meetings and then seek to use the information obtained to support their case, and therefore schools should state explicitly that information obtained without permission will not be permissible.

Clarifying to the parent what is considered acceptable behaviour by the school

In some instances it may be appropriate simply to ensure the parent is clear about behaviour standards expected by the school. This could be explained at a meeting, or by letter, however any verbal explanation should be followed by a written confirmation of the discussion and the standards of behaviour outlined.

Forming strategies to manage future situations of potential conflict

It is sometimes possible to identify situations of potential conflict and to plan for these in a way that minimises potential risks. For example, where a parent persistently engages in arguments with staff in corridors at the beginning or end of the school day, the parent could be informed that any discussions with school staff must be held by prior appointment. Alternatively, the parent may be asked not to approach the class teacher, but should instead arrange to meet the headteacher (or other member of the senior leadership team), who will deal with their concerns. In more serious cases a further option may be to advise the parent that in future their concerns should be dealt with by written communication. Any such arrangements should be confirmed in writing to the parent.

Withdrawing permission for the parent to enter the school site and/or buildings

In more serious cases of actual or threatened aggression/violence, or persistent abuse/intimidation, headteachers and governors may need to consider whether it is safe for the parent to continue to come onto the school site or enter the buildings.

A legal case in 1999, involving Wandsworth London Borough Council, established:

1. That the parent of a school child has a licence to enter the child's school premises.
2. That the licence may be terminated, but that public law requires that the parent must first be given an opportunity to make representations about this.
3. That failure to afford an opportunity to make representations would provide a defence against any subsequent proceedings for trespass (if the ban is breached).

Model letters are attached as **Appendix C** to this document, and are provided for headteachers and governors to adapt as necessary.

Calling for police assistance

In an emergency, police assistance should be sought – if the individual(s) is still on the school site, and staff are feeling threatened, then 999 should be dialled immediately. In cases where a ban is in place but is ignored and the person comes onto the school site, the police should be notified immediately. (Staff will need to be aware of the ban and have agreed procedures in place should the person come onto the school site).

In situations where there is no immediate threat to staff, pupils, other members of the school community or the school's property, headteachers may still wish to make their Local Neighbourhood Policing team aware of the situation. This must be done via 101, where a record of the incident will be made, and the appropriate neighbourhood team supervisor notified. They, in turn will then ensure that the matter is referred to the most suitable resource, for attendance.

Even once the individual has left site, the police could give consideration to warning the offender of formal action, which may include legal proceedings.

Legal proceedings

Where individuals persist in coming onto the school site even when permission to do so has been withdrawn, it is possible for legal proceedings to be pursued. The options include:

Prosecution under section 547 of the Education Act 1996

This requires substantial evidence to be gathered and presented by the police. Clearly it is not a quick process, and whilst in most cases the threat may prove to be a sufficient deterrent, prosecution can only be seen in the last resort as a punitive measure.

Appropriate behaviour contracts

These are voluntary agreements made between people involved in anti-social behaviour, and the agency/school concerned. They are flexible in terms of content and format, and can be an effective means of encouraging young adults, children and parents to take responsibility for unacceptable behaviour. The person named does not always agree with the contract, but it can be used as evidence at a later stage for an application for an anti-social behaviour Injunction or Community Protection Notice. Conditions can be put on the contract, eg not to enter school grounds.

Anti-Social Behaviour Crime and Policing Act 2014

The focus for the Act was on putting victims first, and the powers are designed to be quicker to implement so that victims get respite from anti-social behaviour faster. The Act set out an absolute possession enabling Councils and Housing Association to evict anti-social tenants already found guilty of ASB.

To put victims first, there were also two measures introduced in this Act to enable victims to have their say:

1. Community Remedy - whereby victims can have a say in what type of punishment would be appropriate for the offender (e.g. clean up graffiti)
2. Anti-Social Behaviour Case Review - also called Community Trigger. A victim can insist on a multi-agency review of their case if they have reported the problem 3 times in the past 6 months and yet the problem has not yet been resolved.

Restraining orders (Protection from Harassment Act 1997)

Section 2 of the Protection from Harassment Act 1997 provides for criminal or civil prosecution, for cases where someone causes alarm or distress to another person on more than two occasions. Section four provides for criminal or civil prosecution where people have been put in fear of violence on at least two occasions. In each case the sanctions include both criminal penalties (fines, imprisonment or community sentences) and a restraining order. These orders are generally quicker and easier to obtain, but are part of a criminal conviction.

Prosecution for criminal damage/assault

Prosecutions for causing deliberate damage or injury (including Actual Bodily Harm/Grievous Bodily Harm and wounding pursuant to the Offences Against the Person Act 1861, may occasionally be the most appropriate course of action. If the police are called, the option to make criminal allegations is readily available, and they may arrest suspected offenders there and then. Official allegations should only be made if there is no intention of later withdrawing the complaint. Criminal proceedings can be initiated at a later date. All possible steps should be taken to prevent the loss of evidence. In particular witnesses should be asked to make a record of exactly what they saw and heard at the earliest opportunity.

Individual cases should be discussed with the Head of Performance, Resources and Services or the Statutory Obligations Manager, who will work with headteachers and where necessary, Legal Services to decide the most appropriate response.

Whilst the emphasis will usually be on ensuring safety and security of persons and property, and therefore the injunction route is likely to be the most effective deterrent legal action, it does not necessarily guarantee against the behaviour of the more persistent offender.

Record keeping

There should be clear and detailed records of all events which must be kept up to date. Any witness statements (where appropriate) and notes of any subsequent meetings held to discuss the events should also be retained. Notes should be signed and dated.

Any physical evidence should be bagged and labelled, and witnesses should be asked to make a record of exactly what they saw and heard at the earliest opportunity.

It is also advisable to ensure that in every case, even where a formal letter is not required, parents receive a written confirmation of the events and the headteacher's response.

If the police are asked to deal with an incident as a criminal investigation, there are a number of actions that may thwart this process. Witness details should not be made known to suspected offenders or their families. Groups of witnesses or suspects should not be left together, or allowed to discuss what happened, before the police interview them. If in doubt always seek the advice of the police officer first.

A violent incident report form is attached as **Appendix D** to this document, and is provided for headteachers and governors to adapt as necessary.

Support for Employees

If a member of staff is unfortunate enough to be one of the very small, minority subject to serious physical and/or verbal abuse there are a variety of sources of potential support available to them.

In such circumstances the immediate and ongoing support of colleagues will be invaluable.

All employees will be made aware of the Employee Counselling Service (Telephone number 029 2078 8301) and notices about the Service should be displayed in all Education & Lifelong Learning workplaces. As part of the Council's ongoing commitment to employee Health & Wellbeing, an Employee Assistance Programme has been launched (Carefirst) which is open to everyone, including school based staff and offers confidential telephone access for any personal or work related issue. Contact Carefirst 24/7 via phone 0800 174319.

Teaching staff should be alerted to the Teacher Support Line Cymru 08000 855 088, which can provide professional and personal support to teachers in Wales.

The staff associations/trade unions are also likely to be a source of assistance.

Appendix A

Model policy for the expected behaviour of parents/visitors to the school

Schools should have a written policy setting out the behaviour expected of parents/visitors on the premises and the procedures that will be followed when the school wishes to restrict a parent's access to school premises. Schools may find the following wording useful when drawing up their policy:

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 a parent/carer has concerns we will always listen to them and seek to address them.

However, abusive, threatening or violent behaviour will not be tolerated. If such behaviour occurs we will follow the procedures outlined in the City of Cardiff Council guidance – 'Keeping Schools Safe'.

Schools may also wish to inform parents that no meeting at the school may be electronically recorded without the express permission of all parties, and that information obtained without such permission will not be admissible in any proceedings.



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 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.

Appendix C

Model letters

Model letter 1a:

This is a re-iteration and reminder to all those coming to the school site of their expected behaviour and conduct, with a statement that abusive, threatening or violent behaviour will not be tolerated in this school – this can include incidents of ‘parent on parent’ violent behaviour.

Model letter 1b:

This is an initial warning letter which can be sent by the headteacher when it is felt that further serious incidents will warrant a ban.

Model letter 2:

It is suggested that this letter is sent by the chair of governors when, after full consideration, it is felt a ban is necessary.

Normally this would follow from a warning (letter 1), **though there may be occasions where it is appropriate to move directly to a ban – it is strongly recommended that the Statutory Obligations Manager is advised in such cases.**

At this point consideration should also be given to any practical issues, in particular to ensure that the pupil(s) concerned can be properly accompanied to and collected from school, and to ensure there can be an effective exchange of necessary information between the school and parent.

At this stage, the ban takes effect immediately, but as the letter indicates, the parent must be enabled to make representations. A period of a week is recommended to allow for this, at the end of which the chair of governors should consider any representations made, then make a decision to either confirm the ban or discontinue it (see model letters 3a and 3b).

Model letters 3a/b:

These letters confirm the outcome of the review of the ban by the chair of governors. In the event that the decision is made to confirm the ban, a date should be included for a further review. This should be for a reasonable period, possibly extending up to three months, but preferably not longer than six months.

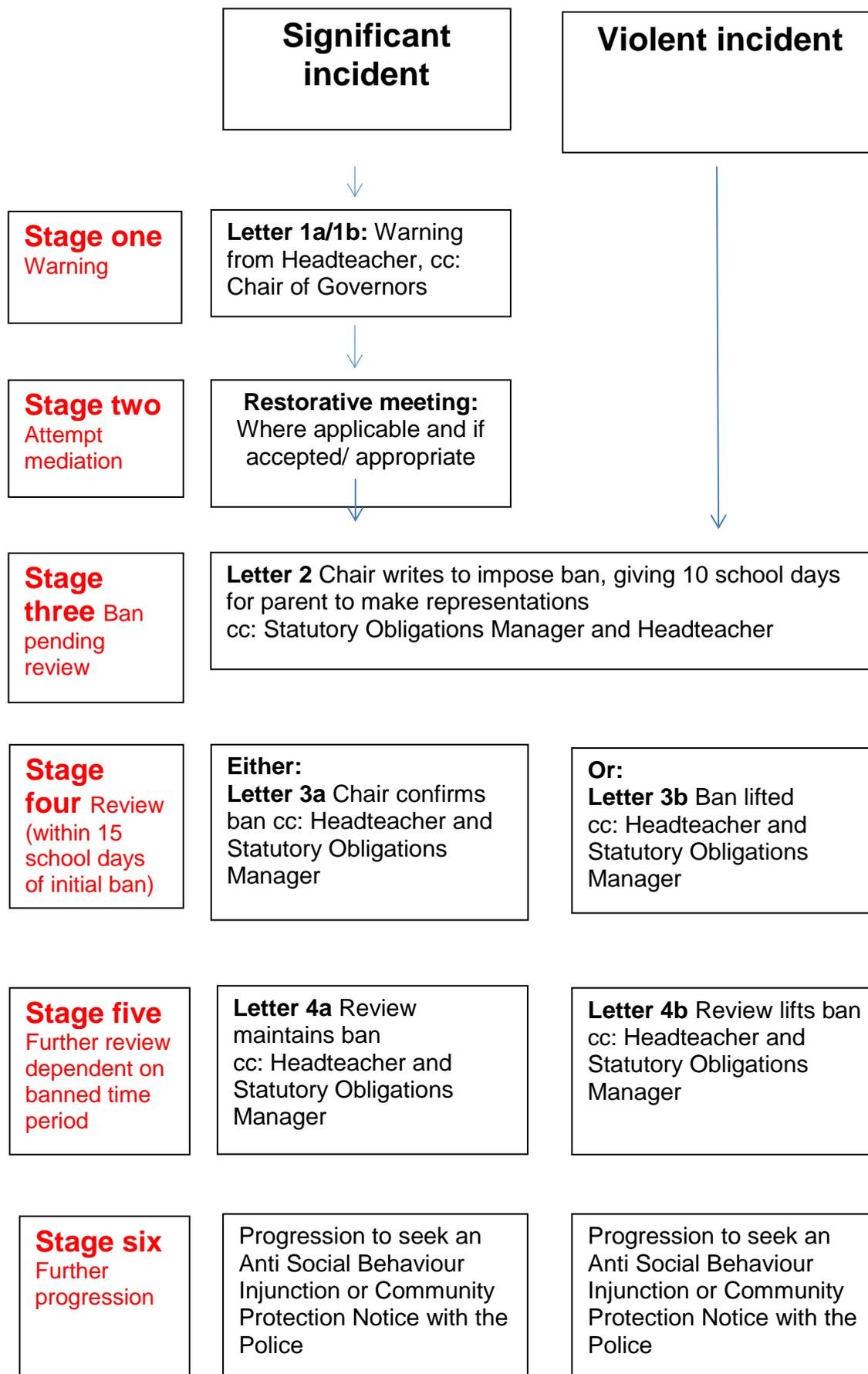
If the parent is dissatisfied with this decision, it is suggested in the model letter that the matter is then appropriately considered by a panel of school governors.

Model letter 4a/b:

These letters can be used to confirm the outcome of further reviews of decisions where the ban has been extended. When a review is due to take place it is advisable to notify the parent in advance and invite them to make any representations.

A flowchart showing the process to be followed for a ban is shown overleaf.

Flowchart for process to ban a parent from the school premises



Letter 1a

Dear Parents,

Following a number of incidents that have occurred in and around the school site recently (inappropriate language and threatening/violent behaviour), I wish to inform you that any repetition of such behaviour towards any of the school staff, pupils or others connected with the school will be followed by an immediate ban to enter the school site. Names and information can also be shared with other Council Departments.

This has been a very upsetting time for many of our school community and therefore on behalf of the school and Cardiff Council I would like to remind all parents/visitors of the following:

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 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.

Yours sincerely,

Headteacher

Letter 1b
Warning
(sent by headteacher)

Dear

In line with expectations of visitors to the school, I am writing to advise you formally that your behaviour towards on was totally unacceptable and I have taken advice on how to proceed.

Or

I am very concerned about the unsatisfactory nature of our meeting/telephone conversation on and I have taken advice on how to proceed.

(add summary of incident and its effect on staff and pupils)

I have now been able to investigate the incident further and I understand that

Or

As I witnessed your behaviour myself there is no need for me to investigate the incident further.

Optional I am not prepared to continue to accept such behaviour. If parents are unhappy about any aspect of their child's education they can arrange to have a meeting with me at an appropriate place and time.

Optional In the circumstances I must ask you not to approach any of my staff directly until further notice, though you will still be able to make contact through me.

For the future I must inform you that any repetition of such behaviour towards any of the school staff, pupils or others connected with the school will be followed by an immediate withdrawal of permission for you to enter the school premises.

Should you wish to discuss the contents of this letter please make an appointment to see me via the school office.

Yours sincerely

Headteacher
cc: Chair of Governors

Letter 2
Withdraw permission pending review
(sent by chair of governors)

Dear

I have received a report from the headteacher ofSchool about your conduct on at

(add summary of incident and its effect on staff and pupils)
(optional reference to first letter from headteacher)

I must inform you that the governors, in line with our policy, will not tolerate conduct of this nature on the school premises and will act to defend school staff and pupils. On the advice of the Headteacher, I am therefore instructing you that until I have reviewed this incident, you are not to reappear on the school premises. If you do not comply with this instruction, I shall arrange for you to be removed from the premises. If you cause a nuisance or disturbance on the premises you may be prosecuted.

For the duration of this decision you may bring your child(ren) to school and collect them at the end of the school day, but you must not go beyond the school gate.

For infant children – arrangements have been made for your child(ren) to be collected and returned to you at the school gate by a member of the school staff).

Special arrangements can be made for you to meet with the headteacher, if necessary, but this may only be with the written permission of the governors.

The withdrawal of permission for you to enter the school premises takes effect immediately and will be in place for 15 school days in the first instance.

I wish to give you an opportunity to give me in writing any comments or observations of your own in relation to the report that I have received from the headteacher. These comments may be to challenge or explain the facts of the incident, to express regret and give assurances about your future good conduct. To enable me to take a decision on this matter, please send me any written comments you wish to make by **(date 10 school days from date of letter)**.

If on receipt of your comments, I consider that my decision should be confirmed and a further period of removing your permission to enter the school premises is felt necessary, you will be supplied with details of how to pursue a review of your case.

I am copying this letter to the headteacher and the Statutory Obligations Manager at the City of Cardiff Council.

Yours sincerely

Chair of Governors

cc: Headteacher

cc: Statutory Obligations Manager – City of Cardiff Council

Letter 3a

Withdrawal of permission confirmed (sent by chair of governors)

Dear

On I wrote to inform you that on the advice of the headteacher I had withdrawn permission for you to come onto the premises of School. To enable me to determine whether to confirm this decision for a longer period, I gave you the opportunity to give your written comments on the incident concerned by

I have not received a written response from you/I have received a letter from you dated, the contents of which I have carefully considered.

In the circumstances, and after further consideration of the headteacher's report, I have determined that the decision to withdraw permission for you to come onto school premises should be confirmed. I am therefore instructing that, until further notice, you are not to come onto the premises of the school without the prior knowledge and approval of the headteacher.

If you do not comply with this instruction I shall arrange for you to be removed from the premises of the school. If you cause a nuisance or disturbance on the premises, you may be prosecuted under Section 547 of the Education Act 1996; if convicted under this section, you are liable to a fine of up to £500.

Even though we have taken this decision, the headteacher and staff at School remain committed to the education of your child(ren), who must continue to attend school as normal (insert for primary age children) under the arrangements set out in my previous letter.

This decision will be reviewed again**(insert review date which should be within a reasonable period and no longer than six months)**. When deciding whether it will be necessary to extend the withdrawal of permission to come onto the school premises, consideration will be given to the extent of your compliance with the decision, any appropriate expressions of regret and assurance of future good conduct received from you; and any evidence of your co-operation with the school in other respects.

If you wish to pursue the matter further you have a right to complain to a panel of school governors who have not been involved previously and who will consider the circumstances of the decision to withdraw permission for you to come on to the school site. You can make your complaint by writing to the Clerk to the Governors, c/o School.

The School and City of Cardiff Council has a duty of care towards its staff and also those who carry out work on behalf of the Council. To alert other Council employees of your behaviour in the above matter, information will be held about you and this incident on the Council's computerised records system known as "The People to be Aware of Corporate Database (PACD)", which can be checked by Council employees before they have contact with you in the future.

The computerised information lists your name, address, details of the incident, and where appropriate, controls that are in place for managing future contact with you.

The information held on this system about you is reviewed at least every six months and a decision made as to whether your name should be removed or not, or whether any other changes should be made to the records. We will inform you of any changes made to your record following such a review.

The information held by the Council may also be shared with other organisations, with whom the Council has an information sharing agreement for that purpose, or in other cases where it is judged

that there is a potential risk to their staff. Further information about information sharing agreements may be obtained from the Council's Data Protection Officer (029 2087 3346).

(Where the incident has arisen in the context of a parental complaint against the school, the following may be inserted) Finally, I would advise you that I have asked the headteacher to ensure that your complaint that..... is considered under the appropriate stage of the school's parental complaints procedure. The school will contact you about this in due course.

Yours sincerely

Chair of Governors

cc: Headteacher

cc: Statutory Obligations Manager – City of Cardiff Council

Letter 3b

Restore permission after review by Chair of Governors (sent by Chair of Governors)

Dear

On I wrote to inform you that on the advice of the headteacher I had temporarily withdrawn permission for you to come onto the premises of School. To enable me to determine whether to confirm this decision for a longer period, I gave you the opportunity to give your written comments on the incident concerned by

I have not received a written response from you/I have received a letter from you dated, the contents of which I have carefully considered.

In the circumstances, and after consulting further with the headteacher, I have decided that it is not necessary to confirm the decision and I am therefore restoring to you, permission, to come onto the school premises with immediate effect.

(Optional) I must warn you, however, that if it should become necessary in the future I shall not hesitate to withdraw permission for you to come onto the school premises once again.

Yours sincerely

Chair of Governors

cc: Headteacher

cc: Statutory Obligations Manager – City of Cardiff Council

Letter 4a
Continue ban after second review
(sent by Chair of Governors)

Dear

I wrote to you on confirming that permission for you to come onto the premises of School had been withdrawn until further notice. I also advised you I would take steps to review this decision by.....

I have now completed the review. However, after consultation with the headteacher, I have determined that it is not yet appropriate for me to withdraw my decision. **(Add brief summary of reasons).**

I therefore advise that the instruction that you are not to come onto the premises of School, without the prior knowledge and approval of the headteacher remains in place until further notice. If you do not comply with this instruction I shall arrange for you to be removed from the premises and you may be prosecuted under section 547 of the Education Act 1996; if convicted under this section, you are liable to a fine of up to £500.

I shall undertake a further review of this decision by**(insert review date).**

In the meantime you can write to me with a statement of your views, which I will consider.

Yours sincerely

Chair of Governors

cc: Headteacher

cc: Statutory Obligations Manager – City of Cardiff Council

Letter 4b

Restore permission after later review (sent by Chair of Governors)

Dear

I wrote to you on confirming that permission for you to come onto the premises of School had been withdrawn until further notice. I also advised you I would take steps to review this decision by

I have now completed the review. After consultation with the headteacher I have decided that it is now appropriate to restore permission for you to come onto the school premises with immediate effect.

I trust that you will now work together with the school and there will be no further difficulties of the kind which made it necessary to restrict your access to the school premises.

(Optional) I must warn you, however, that if it should become necessary in the future I shall not hesitate to withdraw permission for you to come onto the school premises once again.

(Optional) Due to the threatening behaviour that you exhibited towards our staff, it is felt that in order to maintain the safety of our staff, you will be allowed to access the school site on a phased return. You are permitted access on only and for parents evening/concerts etc. written requests must be made for my attention atschool, 10 school days in advance, where this will be considered.

Yours sincerely

Chair of Governors

cc: Headteacher

cc: Statutory Obligations Manager – City of Cardiff Council

Appendix D - Incident recording form
WHITCHURCH HIGH SCHOOL
CARDIFF COUNCIL
Violence at Work Report Form

Personal Details

Name	
Address	
Post Code	
Home telephone number	
Age	Female <input type="checkbox"/> Employee Number
	Male <input type="checkbox"/>

Occupation

Type of Employment

(1) Permanent (2) Temporary
(3) Casual (4) Agency
(5) Cardiff Works

Service Area employed in:-

Division / Section

Were there any witnesses?
(Attach witness statements)

Name	Name
Address	Address

Details of the Assailant(s) (if known)

Name	Name
Address	Address

Age

Sex: Female / Male

The Violent Incident

Date of incident	Time of incident (am or pm)
Date incident reported	Time incident reported (am or pm)
Date incapacitated from work	Time incapacitated from work (am or pm)

Where did the incident happen?
Premises / Site

Location

Was anyone injured? Yes No

Was the injured person being supervised at the time?
Yes No

If "Yes" by whom?

To who was the incident reported?

Name of line manager

Was the injured person

(a) Given first aid (d) Went home due to incident
(b) Sent to hospital (e) Continued to work
(c) Advised to seek medical attention

Were weapons / objects used in the incident? If so state type.

Distinguishing features of the assailant or anything else that may help to identify the person

Continue on separate sheet if necessary

About the Incident / Dangerous Occurrence

Please tick the box that best describes what happened, then complete the next section

(Q) Physically assaulted by a person – malicious (R) Verbally abused by a person.
 (V) Physically assaulted by a person – non - malicious

What Happened?

Try and give as much detail as you can. For instance:-
The events that led to the incident. What you were doing. The part played by other people.

Continue on separate sheet if necessary.

Description of injuries (State if the injured person was unconscious.)

Comments of Manager – including had a risk assessment been undertaken for the task, had training been given, what action is being taken to prevent a reoccurrence of the incident.

Signature of Manager _____ Date _____

Date of notification to HSE (if applicable) _____ Sent by _____

This form completed by (print) _____ Date _____

Signature of assaulted / abused person
(where available) _____ Date _____

This section must be completed by the manager in the presence of the employee

- | | | |
|-----|---|--------------------------|
| (a) | Did the line manager provide support? | YES / NO / Not necessary |
| (b) | Was further support required? | YES / NO / Not necessary |
| (c) | Is legal action likely to be taken by the Police? | YES / NO |
| (d) | Is it necessary to alert other Service Areas about this incident? | YES / NO |
| (e) | To your knowledge has the assailant been involved in similar incidents? | YES / NO |

NB Certain acts of violence that result in specific outcomes, i.e. fatalities, major injuries and absence from work, must be reported to the HSE within specified time periods. Refer to Code of Guidance – Accident Reporting ([1.CM.012](#)) for advice on reporting to HSE.

1. **Violence at work report form**

- This form should be used by all Council employees to report either a violent or abusive act against them during the course of or related to their employment with the Council. It must be processed in the same way as the “Accident / Dangerous Occurrence Form – Report of Employee”.
- The victim of the incident should complete this form, as soon as possible, after the incident. If the person is injured and unable to complete the form it is the manager’s responsibility to ensure that the form is completed.
- Do not wait for an injured person to return to work to sign the form. It is important that the report is submitted as quickly as possible

5. Try to answer all the questions, but if,
 - (a) A particular question does not apply, write N/A or "Not Applicable",
 - (b) If you do not know the answer, write "Not known".
5. In the event of a serious incident where someone has been killed or seriously injured, immediately, by whatever means is available, report the incident to your Manager.
6. If more than one person is injured, separate forms must be completed
7. The report may be used by the Council or others in Court or Employment Tribunal proceedings. The form must be completed accurately and if there is something you do not understand, you should ask someone for help. If you make a statement which is inaccurate or misleading, this may amount to misconduct and disciplinary action may be taken.
8. Return this form to Education Compliance, Room 422, County Hall CF10 4UW or email educationhs@cardiff.gov.uk

Appendix E

Dealing with abusive telephone calls

Sometimes staff may have to deal with challenging, abusive, aggressive or threatening telephone calls. It is unacceptable for any member of staff to be subjected to such abuse but staff may not know how to handle such a telephone call. This guidance has been produced to assist staff if they are faced with such a situation.

To reduce the likelihood of callers becoming abusive, staff should conduct themselves in a courteous and professional manner and make every attempt to meet the needs of the caller. Staff should also have the confidence that it is acceptable to end an abusive telephone call.

Always

- remain calm and polite
- stay in control of the situation
- actively listen – repeat information back to the caller to test understanding of the issue and gain their agreement
- inform the caller they are trying to help them
- be positive and say what you can do
- be clear and avoid using jargon
- if necessary, apologise for an error and take action to put it right
- if you have to go and get some information, let the caller know why you are putting them on hold and do not leave them on hold for a long time. Update them as necessary
- make notes of the conversation
- follow the procedure below if appropriate
- refer to the caller to the headteacher, deputy etc.

Never

- respond in the same manner as an abusive caller
- take it personally
- allow yourself to be bullied
- slam the phone down.

Script for abusive telephone calls

When the caller starts to raise their voice/be abusive:

Mr/Mrs/Ms...please don't raise your voice/swear at me, I am not raising my voice/being rude to you. If you continue to raise your voice/be rude to me then I will be forced to terminate the call.

When the caller continues to raise their voice/be abusive:

Mr/Mrs/Ms..... I understand you are upset/frustrated however I am not prepared to continue to be shouted/sworn at so you can either call back when you have calmed down or if you prefer you can put your views in writing.

If, despite the two warnings above, the caller continues to raise their voice/be abusive:

Mr/Mrs/Ms.... I advised you earlier during this call about raising your voice/swearing and you have continued to do this, so I am afraid I am going to have to terminate this call. **Hang up.**

Further actions:

Make a written note of the telephone call or use the incident report form (Appendix D) and report the incident to your line manager.

Appendix F

Abuse/bullying using cyber technology

Staff in schools may become targets of cyber abuse/bullying and, like other forms of bullying, it can have a significant impact on their health, well-being and self-confidence. Protecting staff from abuse

is best done within a prevention framework, including whole school policies and appropriate practices.

Cyber abuse/bullying may consist of threats, harassment, embarrassment, humiliation, defamation or impersonation. It may take the form of general insults, or prejudice based abuse, e.g. homophobic, sexist, racist or other forms of discrimination. It may involve email, virtual learning environments, chat rooms, websites, social networking sites, mobile and fixed-point phones, digital cameras, games and virtual world sites.

Abuse using cyber technology can occur at any time and incidents can intrude into the victim's private life. The audience for such messages can be very large and can be reached rapidly. The content of electronically forwarded messages is hard to control and the worry of content resurfacing can make it difficult for the victim to move on.

The City of Cardiff Council endorses the decision of any school to operate a zero tolerance policy towards direct or indirect harassment or assault against any member of staff, volunteers and governors. This includes the use of social media and other forms of electronic communications to facilitate the act.

Cyberbullying and the law

While there is not a specific criminal offence called cyberbullying, activities can be criminal offences under a range of different laws, including:

- The Protection from Harassment Act 1997
- The Malicious Communications Act 1988 Section 1
- Communications Act 2003 Section 127
- Public Order Act 1986 Sections 4 & 5

It is the duty of every employer to ensure, so far as reasonably practicable, the health, safety and welfare at work of all employees. Incidents that are related to employment, even those taking place outside the hours or place of work may fall under the responsibility of the employer.

The following e-safety summary should be utilised with the full e-safety template policy ([School E-safety Policy for Cardiff](#))

Central South Consortium, Joint Education Services
School E-Safety Policy Summary

- This e-safety policy has been developed by a strategic e-safety working group comprised of a wide range of relevant stakeholders (including pupils). This group meets regularly to review and update the policy.
- This policy applies to all members of the school community – staff, pupils, volunteers, parents/carers, visitors, community users.
- The designated person responsible for e-safety within the school is _____.
- In addition to the designated e-safety officer; governors, senior leaders and all teaching and support staff have a responsibility to ensure the policy is adhered to. Failure to adhere may result in removal of access
- As part of this e-safety policy Acceptable Use Policies (AUP'S) for the following are available:
 - Foundation Phase and Key Stage 1 pupils (incl. parents/carers consent form)
 - Key Stage 2 and above pupils
 - Staff and volunteers
- Education is a key component of our e-safety policy. The school is committed to delivering key elements of the SWGfL's Digital Literacy and Citizenship curriculum within both our ICT and PSHE programmes. Staff will also reinforce the e-safety message in all lessons where ICT, the internet and mobile devices are being used, and through pastoral activities.
- A planned and audited programme of e-safety training (incl. cyber bullying awareness), developed and delivered by LA/Consortium Network Specialists, is offered to all staff. All new staff will receive e-safety training as part of their induction programme. School governors are also offered access to the same training. e-Safety training complements and builds upon the important messages in the existing child protection training.
- Information and advice on e-safety is provided on a regular basis to parents/carers via newsletters, the school website/VLE and at parents' evenings. Posters for pupils in corridors and communal areas will be provided offering guidance and support.
- The LA is responsible for the technical elements of our e-safety policy (i.e. the filtering and monitoring of our ICT systems).
- The school has a clear policy and educational programme identifying the correct use of digital images and video including permission forms.
- The school has a transparent and comprehensive approach to the use of communications technologies (e.g. mobile phone use, e-mail, social networking etc.).
- The school has determined a range of inappropriate and unacceptable uses of ICT by pupils/students. Any pupil/student engaged in such activity will be sanctioned immediately by the class teacher. Any incident of this kind will be reported immediately to the designated e-safety officer and/or senior leadership team.
- The school has determined a range of inappropriate and unacceptable uses of ICT by staff. Any member of staff found to be engaged in such activity will be reported immediately to the

senior leadership team who will decide the appropriate course of action in line with child protection procedure/schools disciplinary procedures and the processes identified in the main e-safety policy

- The school child protection policy will provide detailed information about how to raise concerns about people in trust.
- Additional information can be found in the All Wales Children Protection Procedures and in the Local Safeguarding Children Board guidance documents.
- The school has developed a transparent and comprehensive approach to responding to incident of misuse, including monitoring and logging incidents

Misuse of digital media to bully, harass or exploit

- The school takes a zero tolerance approach to instances of misuse and harassment which impact on any member of the school community.
- The school supports victims and, when necessary, will work with the police to detect those involved in criminal acts.
- The school will use the full range of appropriate sanctions to correct, punish or remove pupils who bully or harass any members of the school community in this way, both in and out of school.
- The school will use its power of confiscation where necessary to prevent pupils from committing crimes or misusing equipment.
- All members of the school community are aware that they have a duty to bring to the attention to the head teacher any example of misuse or harassment that they know about or suspect.



Reviewed by Huw Jones -Williams

Last Reviewed: June 2017

Statement of principles

The Governing Body and school community 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 overwhelming majority of parents, carers and others visiting our school are keen to work with us and are supportive of the school. However, on the extremely 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.

Zero tolerance of serious and unacceptable behaviour

The Governing Body's common purpose remains clear: to achieve zero tolerance of violence, threatening behaviour or abuse at our school, and to ensure all members of the school community, and all visitors, can be confident that they are operating within a safe environment at all times.

All staff at Whitchurch High School are employed directly by the Governing Body under the school's Foundation Status. The governors expect and require members of staff, its employees, to behave professionally in these difficult situations and use their judgement at the time of any incident to attempt to defuse the situation and/or seek the assistance of other colleagues as appropriate. All members of staff have the right to work without fear of violence and abuse, and the right, in extreme cases, of appropriate self-defence.

The Governing Body, as the employer, recognises its duty of care to its staff and the need to put in place measures to avoid, wherever possible, the risk of violence, threatening behaviour or abuse towards any member of staff and provide support thereafter should any such incident occur.

Under section 547 of the Education Act 1996 it is an offence for a trespasser on school premises to cause or permit a nuisance or disturbance, and allows for the removal and prosecution of any person believed to have committed the offence. The penalty for a person convicted of the offence is a fine of up to £500.

A parent/carer of a child attending a school normally has implied permission (limited licence) to be on the school's premises at certain times and for certain purposes but if their behaviour is unreasonable this permission may be withdrawn and they will become a trespasser.

A person who nevertheless persists in entering the school premises and displaying unreasonable behaviour may be removed and prosecuted under section 547.

As a foundation school, the governing body can independently authorise the removal of someone from the premises and may also authorise a person to bring proceedings against that individual. Additionally, in all situations the police are authorised to remove someone from school premises and to bring proceedings for an offence under this section.

Examples of potential serious and unacceptable behaviour

We expect parents, carers and all other visitors to behave in a reasonable way towards members of school staff. This policy outlines the steps that will be taken where behaviour is unacceptable. **Examples of the types of behaviour that are considered serious and unacceptable and will not be tolerated are listed below:-**

- Pushing - Hitting, e.g. slapping, punching and kicking
- Spitting
- Threatening behaviour, including swearing
- Physically intimidating a member of staff, e.g. standing very close to her/him;
- Shaking or holding a fist towards another person
- The use of aggressive hand gestures
- Breaching the school's security procedures
- Shouting at members of the school staff, either in person or over the telephone
- Persistently making complaints which the school considers have no substance or are vexatious

Unacceptable behaviour may result in the police being asked to attend and the local authority informed.

Demonstration of serious and unacceptable behaviour

Where serious or unacceptable behaviour is exhibited the school will attempt to respond in a measured way, depending on the seriousness and frequency, namely:-

- 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
- Impose a ban for a short fixed period whilst an investigation is conducted with potential for extension;
- Impose a ban with review after a fixed period;
- Impose a ban without review (only in exceptional circumstances).

What to do when an incident arises

If a parent, carer or visitor behaves in an unacceptable way towards a member of the school community, the head teacher or appropriate senior member of staff will seek to resolve the situation through discussion. This will be as a consequence of having been appraised of the facts available at the time. To assist in this process either the "Approved Incident Reporting Form" will have been completed (Appendix 1) or other forms of communicating the relevant information used.

If necessary, the school's Complaints Procedure should be followed (see page 24). Where all procedures have been exhausted, and aggression or intimidation continue, or where there is an extreme act of actual violence, a parent or carer may be banned by the head teacher from the school premises for a period of time, subject to review.

The head teacher may impose a short-term ban, of up to four weeks, whilst a one off incident is investigated, a report produced and recommendations made. The Chair of Governors must be

informed of such a decision and the investigation should follow due process. The recommendations will be submitted to the Chair of Governors with the outcome that the short term ban may be ended, maintained or extended.

The Banning Process

The head teacher will assemble the full facts before proceeding, making sure that all those involved in any incidents, or witnesses to those incidents, make a full written record as soon as possible. Following this a member of the school's Senior Leadership Team will undertake the following procedure:

- Write to parent/carer/intruder to record in detail the incident and why it is unacceptable;
- Explain that the LA/governing body will consider banning the parent, giving the parent a period in which they may respond in writing giving their version and why they should not be banned;
- Tell the parent when a decision will be made.

The length of a ban

The ban will be finite in length, as only the most serious misconduct would justify an indefinite ban.

The duration will reflect the seriousness of the associated misconduct, but not so long as to be disproportionate. The aim will be to restore "normal" relations as soon as is reasonably practicable.

If a ban is permanent, it will be reviewed periodically, taking account of subsequent demonstrated patterns of behaviour.

Parental Rights

Every attempt will be made to maintain normal communications with parents/carers.

Even where a parent/carer has been banned from the school premises, they retain their right to an annual consultation in relation to the educational progress of their child/ren. However, the school will determine who will be present at the meeting (e.g a senior member of staff might accompany the teacher) and its location (e.g. it may well be arranged off site).

The interests of the child will continue to be paramount

Risk assessment

An assessment of risk to staff and others from abusive or violent visitors will be made by the school, when a concern is raised by a member of staff.

A risk assessment will:

- identify and assess the risks;
- determine appropriate actions;
- implement the actions;
- monitor the results; and
- provide feedback.

Staff will be asked about the extent of problems that they are aware of as part of the process of assessing risk. This should identify what the risks are (eg. abuse, threatening behaviour, violence, and from whom),

and who is likely to be at risk (eg. reception staff, teachers, school keeper). Identifying what the risks are and who is at risk are the crucial initial steps before considering how to manage these risks and how they can be minimised.

Conclusion

Whitchurch High School, as a Foundation School, is also a maintained Local Authority Cardiff Council School.

The Local Authority itself may take action where there are serious or unacceptable breaches of our home-school code of conduct or health and safety legislation on referral by the Governing Body. In implementing this policy, the school will, as appropriate, seek advice from the Local Authority's education, health and safety and legal departments, to ensure fairness and consistency.

Appendix 1 - Managing Violent and Abusive School Visitors

Approved Incident Report Form

The following form may be used as a useful way of capturing and documenting all information.

Where possible, the form should be completed before any discussion between witnesses is possible, as this might lead to allegations of collusion.

This form should be completed as fully as possible please, using a continuation sheet, if necessary. For any incident involving or witnessed by a pupil or parent/carer/visitor, a member of staff should assist and guide the person as appropriate on completing the form. The completed form should be passed to the head teacher, for appropriate action and recording.

Date of incident:

Time of incident:

Name of person reporting incident:

Date incident reported:

Member of staff recording incident:

Date incident recorded:

Name(s) of person(s) causing incident (where name(s) is/are unknown, provide other details of which may allow their identification)

Status(es) (parents/carers/visitors/trespassers)

Full description of incident (e.g. names of persons involved; location; nature of any injuries; attendance of emergency services)

Names of any Witnesses

Status

Initial action/outcome (e.g. Informal conciliation; police intervention; warning or banning letter issued)

Summary of subsequent actions taken by the school, including risk assessments

Linked incidents (if any)

Appendix 2 – Model letters

Warning letter, from the head teacher: to parent/carer with child/ren at the school

Recorded delivery

Dear

I have received a report about your conduct at the school on **(enter date and time)**.

(Add factual summary of the incident and of its effect on staff, students, other parents.)

I must inform you that the local authority/ governing body **(delete as appropriate)** will not tolerate conduct of this nature on its premises and will act to protect its staff and students.

Therefore if, in the future, I receive any reports of conduct of this nature I will be forced to consider removing your licence to enter the school grounds and buildings. If you do not comply with that instruction I will be able to arrange for you to be removed from the premises and prosecuted under Section 547 of the Education Act 1996. If convicted under this section, you are liable to a fine of up to £500.

Nevertheless, I wish to give you an opportunity to give me in writing any comments or observations of your own in relation to the report which I have received about your conduct. These comments may include any expressions of regret on your part and any assurances you are prepared to give about your future good conduct. To enable me to take a decision on this matter at an early point, you are asked to send me any written comments you wish to make by**(state date ten working days from the date of letter)**.

Yours sincerely,

Head Teacher

Banning Letter, from the LA or governing body: to parent/carer with child/ren at the school

Recorded delivery

Dear

I have received a report from the head teacher at Whitchurch High School about your conduct on **(enter date and time)**.

(Add factual summary of the incident and of its effect on staff, students, other parents.)

I must inform you that the local authority/ governing body **(delete as appropriate)** will not tolerate conduct of this nature on its premises and will act to protect its staff and students. On the advice of the head teacher I am therefore instructing that until **(add date)** you are not to reappear on the premises of the school. If you do not comply with this instruction I may arrange for you to be removed from the premises and prosecuted under Section 547 of the Education Act 1996. If convicted under this section, you are liable to a fine of up to £500.

The withdrawal of permission for you to enter the school premises takes effect straightaway. However, I still need to decide whether it is appropriate to confirm this decision. Before I do so, I wish to give you an opportunity to give me in writing any comments or observations of your own in relation to the report which I have received from the head teacher. These comments may include any expressions of regret on your part and any assurances you are prepared to give about your future good conduct. To enable me to take a decision on this matter at an early point, you are asked to send me any written comments you wish to make by **(state date ten working days from the date of letter)**.

If on receipt of your comments I consider that my decision should be confirmed, or extended, you will be supplied with details of how to pursue a review of the circumstances of your case.

In any event, the decision to withdraw your licence to enter the school premises will be reviewed by **(complete as appropriate)**. That review will take account of any representations that you may have made and of your subsequent conduct.

Yours sincerely,

LA Officer / Chair of governing body

Banning Letter, from the LA or governing body: to member of the public

Recorded delivery

Dear

I have received a report from the head teacher at Whitchurch High School about your conduct on **(enter date and time)**.

(Add factual summary of the incident and of its effect on staff, students, other parents.)

I must inform you that the authority/ governing body (delete as appropriate) will not tolerate conduct of this nature on its premises and will act to protect its staff and students. On the advice of the head teacher I am therefore instructing that you are not to reappear on the premises of the school. If you do not comply with this instruction I may arrange for you to be removed from the premises and prosecuted under Section 547 of the Education Act 1996. If convicted, you are liable to a fine of up to £500.

Yours sincerely,

LA Officer / Chair of governing body

(Letter updating a banning letter, from the LA or governing body, confirming ban: to parent/carer with child/ren at the school)

Recorded delivery

Dear

On **(give date)** I wrote to you informing you that on the advice of the head teacher, I had withdrawn permission for you to come onto the premises of Whitchurch High School until **(insert date)**. To enable the local authority/governing body **(delete as appropriate)** to determine whether to confirm this decision, or to impose it for a longer period, I gave you the opportunity to give your written comments on the incident concerned by **(give date)**.

I have not received a written response from you / I have now received a letter from you dated **(insert the date)**, the contents of which I have noted. **(delete either sentence as appropriate)**

In the circumstances, and after further consideration of the head teacher's report, I have determined that the decision to withdraw permission for you to come onto school premises should be confirmed/extended. **(delete as appropriate)** I am therefore instructing that until **(insert date)** you are not to come onto the premises of the school without the prior knowledge and approval of the head teacher. If you do not comply with this instruction I may arrange for you to be removed from the premises and prosecuted under Section 547 of the Education Act 1996. If convicted, you are liable to a fine of up to £500.

Notwithstanding this decision the head teacher and staff at **(insert name)** school remain committed to the education of your child/children **(delete as appropriate)**, who must continue to attend school as normal insert in the case of a primary school: under the arrangements set out in my previous letter.

The authority/ governing body **(delete as appropriate)** will take steps to review the continuance of this decision by **(give date)**. When deciding whether it is necessary to extend the withdrawal of permission to come onto the school's premises, the authority/ governing body **(delete as appropriate)** will take into account the extent of your compliance with the decision, any appropriate expressions of regret and assurances of future good conduct received from yourself and any evidence of your co-operation with the school in other respects.

(Include where the incident has arisen within the context of a parental complaint against the school:)

Finally I would advise you that I have asked the head teacher to ensure that your complaint **(give brief details)** is considered under the appropriate school procedure. You will be contacted about this by the school in due course.

If you wish to pursue the matter further, you have a right to a review of the circumstances of this case by the school's governing body.

Yours sincerely,

LA Officer / Chair of governing body

(Letter updating a banning letter, from the LA or governing body, withdrawing ban: to parent/carer with child/ren at the school)

Recorded delivery

Dear

On **(insert date)** I wrote to you informing you that, on the advice of the head teacher, I had temporarily withdrawn permission for you to come onto the premises of (insert name) School. To enable me to determine whether to confirm this decision for a longer period, I gave you the opportunity to let me have your written comments on this incident by

..... **(insert date)**

I have not received a written response from you / I have now received a letter from you dated **(insert date)**, the contents of which I have noted. **(delete either sentence as appropriate)**

In the circumstances, and after consulting with the head teacher, I have decided that it is not necessary to confirm the decision, and I am therefore restoring to you the permission to come onto the school premises, with immediate effect.

Nevertheless I remain very concerned at the incident which occurred on **(insert date)**, and I must warn you that if there is any repetition of your behaviour on that occasion, I shall not hesitate to withdraw permission for you to come onto the premises.

Yours sincerely,

LA Officer / Chair of governing body

(Letter, from the LA or governing body, following formal review of a banning letter, extending ban: to parent/carer with child/ren at the school)

Recorded delivery

Dear

I wrote to you on **(insert date)** withdrawing permission for you to come onto the premises of **(insert name)** School until **(insert date)**. In that letter I also advised you that I would take steps to review this decision by **(insert date)**.

I have now completed the review. However, after consultation with the head teacher, I have determined that it is not yet appropriate for me to withdraw my decision. **(Give a brief summary of reasons)**

I therefore advise that the instruction that you are not to come onto the premises of **(insert name)** school without the prior knowledge and approval of the head teacher remains in place until **(insert date)**.

I shall undertake a further review of this decision on **(insert date)**.

(Insert if the letter is from the governing body) If you are dissatisfied with this decision, you have a right to request a review of the decision by the governing body.

Yours sincerely,

LA Officer / Chair of governing body

(Letter, from the LA or governing body, following formal review of a banning letter, ending ban: to parent/carer with child/ren at the school)

Recorded delivery

Dear

I wrote to you on **(insert date)** informing you that I had withdrawn permission for you to come onto the premises of Whitchurch High School until **(insert date)**. In that letter I also advised you that I would take steps to review this decision by **(insert date)**.

I have now completed the review. After consultation with the head teacher, I have decided that it is now appropriate to change that decision and I am therefore restoring to you the permission to come onto the school premises, with immediate effect.

I trust that you can now be relied upon to act in full co-operation with the school and that there will be no further difficulties of the kind which made it necessary for me to prevent you entering the premises.

I should point out that if there is any repetition of your behaviour, I shall not hesitate to withdraw permission for you to come onto the premises once more.

Yours sincerely,

LA Officer / Chair of governing body

Appendix 3 - Managing Violent and Abusive School Visitors

Display notice to be posted on front reception desks and also printed on cards which can be displayed and/or retained in all offices by staff.



Whitchurch High School - Ysgol Uwchradd Yr Eglwys Newydd

Notice to Parents, Carers and Visitors - Service with Respect

A commitment to mutual respect: You have the right to expect the best service from us and we will endeavour to provide that service with respect and dignity. In return we ask the same from you.

The Governing Body's common purpose remains clear: to achieve zero tolerance of violence, threatening behaviour or abuse at our school, and to ensure all members of the school community, and all visitors, can be confident that they are operating within a safe environment at all times.

Where a parent, carer or visitor has been violent or abusive senior management will be called as well as potentially the police. A copy of the School's "Managing Violent and Abusive Visitors policy" is available on request.



POLICY STATEMENT – VEXATIOUS COMPLAINTS

Reviewed by: **Huw Jones-Williams**

Last Reviewed: **June 2017**

Audience

The intended audience for this policy is any 'Interested Party' of Whitchurch High School (Foundation) that may be/has become involved in the complaints process.

The School appreciates all feedback, including constructive suggestions, concerns, complaints and compliments. Such feedback is how we know when the school does well, and how we know what we need to improve upon.

Purpose

The Head Teacher and Staff deal with complaints as part of their day-to-day management of the school, in accordance with the School's Complaints' Procedure policy.

The majority of complaints are handled in an informal manner, and are resolved quickly, sensitively, and to the satisfaction of the complainant. The three stage complaint process allows for informal discussion at stage 1 leading to formal engagement with the Head Teacher or delegated senior member of staff at stage 2 and governors at stage 3. Please refer to the school's Complaints' Procedure policy.

However, there are occasions when complainants behave in an unreasonable manner when raising and/or pursuing complaints. The consequences are that the actions of the complainant begin to impact negatively on the day-to-day running of the school and directly or indirectly on the wellbeing of the children and/or staff in the school. This is irrespective of whether the Complaints' Procedure policy is being followed. In these exceptional circumstances, the school may take action in accordance with this Vexatious Complaints policy.

Aims

The aims of this Vexatious Complaints policy are to:

- Uphold the standards of courtesy and reasonableness that should characterise all communication between the school and any interested party or complainant.
- Support the wellbeing of the students, staff and Head Teacher, and any other interested party, including governors and parents.
- Deal fairly, honestly, openly and transparently with those who make persistent or vexatious complaints, and those who harass members of staff in School whilst ensuring that no other stakeholders suffer any detriment.
- Neither this policy nor the corresponding Complaints Procedure policy will address complaints relating to Child Protection or staff discipline for which specific procedures are in place.
- This Vexatious Complaints policy should be cross referenced to the 'Complaints Procedure policy'; 'Managing Violent and Abusive School Visitors policy' and 'Guidance Notes on Managing Violent and Abusive School Visitors policy'.

Parents' Expectations of the School

Parent / Carers or other interested parties who raise an informal or formal complaint with the School can expect the school to:

- Publicise how and when complaints can be raised with the school.
- Publicise the school's Complaints' Procedure policy on the school website.
- Publicise the school's policy for dealing with persistent and/or vexatious complaints
- Respond within a reasonable time.
- Be available for consultation within reasonable time limits, bearing in mind the needs of the students and staff within the School, and the nature of the complaint.
- Respond with courtesy and respect.
- Attempt to resolve problems using reasonable means in line with the school's Complaints Procedure policy, and in consultation with the Local Authority and Welsh Government.
- Keep complainants informed of progress towards a resolution of the complaints raised.

What the school expect from complainants

- We understand that raising a complaint can be stressful, and we are sympathetic to that. However, whilst we believe that all complainants have a right to be heard, understood and respected, we also believe that School Staff and Governors have the same right.
- We expect a complainant to be polite and courteous. We will not tolerate aggressive, abusive or unreasonable behaviour. We will also not tolerate unreasonable demands or unreasonable persistence or vexatious complaining.

Persistent or Vexatious Complaints and Harassment - Definitions

The school maintains this policy in respect of vexatious and/or persistent complaints, and may choose to exercise it if appropriate

For the purposes of this Policy, a **Persistent or Vexatious** complainant is any interested party who raises complaints (either informally or formally) or who frequently raises issues that the complainant considers to be within the remit of the school, and whose behaviour is considered to be unreasonable. Such behaviour may be characterised by:

- actions that are obsessive, persistent, harassing, prolific or repetitious;
- prolific correspondence or excessive email or telephone contact about a complaint;
- use of Freedom of Information requests excessively and unreasonably;
- an insistence upon pursuing unsubstantial complaints, and/or unrealistic or unreasonable outcomes;
- an insistence upon pursuing complaints in an unreasonable manner
- an insistence upon only dealing with the Head Teacher on all occasions, irrespective of the issue and/or the level of delegation in the School to deal with such matters; and an insistence upon repeatedly pursuing a complaint when the outcome is not satisfactory to the complainant but cannot be changed, for example: if the desired outcome is beyond the remit of the School because it is unlawful.
- For the purposes of this policy, **Harassment** is the unreasonable pursuit of such actions as above in such a way that they: appear to be targeted over a significant period of time, at one or more members of staff; and/or cause ongoing stress to individual member(s) of staff; and/or have a significantly adverse effect on the whole/parts of the school; and/or are pursued in a manner which could be perceived as intimidating and/or oppressive by the recipient(s). This could include situations where persistent demands or criticism, whilst not especially taxing or serious when viewed in isolation, have the cumulative effect over time of undermining confidence, well-being and health.

The school's actions

In the first instance, the School will inform the complainant in writing/verbally that his/her behaviour is considered to be approaching unreasonable / unacceptable and, if it is not modified, action may be taken in accordance with this policy. This will be confirmed in writing by the Head Teacher or their delegated member of Staff (letter 1)

If the complainant's behaviour is not modified, the school will take some or all of the following actions as necessary, having regard for the complainant's behaviour, and the effect of this behaviour on the school:

Inform the complainant in writing (letter 2) that his/her behaviour is now considered by the school to have be unreasonable/unacceptable and, therefore to fall Inform the complainant, in writing, that all meetings with any member(s) of staff will be conducted with a third person present, and that notes of meetings may be taken in the interests of all parties, within the terms of this policy.

Inform the complainant in writing (letter 2) that, except in emergencies, all routine communication between the complainant and the School should be by letter only.

In the case of physical or verbal aggression, advice should be taken from Human Resources and/or Legal Services, and consider warning the complainant about being banned from the School site; or proceed immediately to a temporary ban.

Consider taking advice on pursuing a case under Anti-Harassment legislation.

Consider taking advice from Human Resources/Legal Services about implementing specific procedures for dealing with complaints from the complainant, i.e. the complainant will not be able to deal directly with the Head Teacher. Instead they communicate with a third party to be identified by the Governing Body of the school who will investigate to determine whether or not the complaint is reasonable or vexatious, and then advise the Head Teacher accordingly.

Thus, based upon the point above, legitimate new complaints may still be considered, even if the person making them is, or has been, subject to the terms of this policy. In such matters, the school may be additionally advised by Human Resources and/or Legal Services.

If a complainant's persistent complaining/harassing behaviour is modified and is then resumed at a later date, within a reasonable period of time, then the school may resume the process identified above, at an appropriate level. In these circumstances, the School may be advised by Human Resources and/or Legal Services.

1. Model Letter 1 (ML1) Initial letter concerning unreasonable/unacceptable behaviour

[Date]

RECORDED DELIVERY

Dear *[insert name of complainant]*

This letter is to inform you that the school considers your actions *[describe actions, dates & behaviour]* on _____ when you _____, to be unreasonable/unacceptable *[delete as appropriate]*.

We would ask you to bear in mind the fact that such behaviour on the school site can be disruptive and distressing to students, staff and parents/carers. *[Delete this paragraph if the behaviour in question did not physically occur on the School site]*

We are aware that you have raised concerns/complaints, and would advise you that these are being dealt with through the school's Complaints' Procedure policy.

At the moment, we are dealing with these issues by *[describe actions being taken to resolve concern]*.

Please note that the school's policy for dealing with Persistent or Vexatious Complaints/Harassment sets out the standards of behaviour expected of all people in their dealings with the school. These include:

- behaving reasonably;
- treating others with courtesy and respect;
- resolving complaints using the Schools' Complaints' Procedure policy; and
- avoiding physical and verbal aggression at all times.

The Policy also details the steps that we may take if these standards are breached. These steps include:

- making special arrangements for meetings and communication between you and the School; and/or
- considering banning you from the School premises; and/or
- considering Legal action.

I ask you to allow the school time to investigate and resolve your complaint in accordance with the Complaints' Procedure Policy or other procedure as appropriate. I assure you that we shall take every step to move this investigation and resolution forward as quickly as possible.

Yours sincerely

Head Teacher

2. Model Letter 2 (ML2)

Secondary letter concerning unreasonable/unacceptable behaviour now falling under the terms of this policy.

[Date]

RECORDED DELIVERY

Dear *[insert name of complainant]*

You will recall that I wrote to you on *[insert date]* informing you that I felt your behaviour was unreasonable/ unacceptable *[delete as applicable]*.

I am now writing to inform you that in view of your behaviour on [Date], when you [describe actions/behaviour] it has been decided that the schools' policy for dealing with Persistent or Vexatious Complaints/Harassment will apply from the date of this letter.

With consideration for the circumstances, I have made the following arrangements for your future contact with the school.

*[*Delete A or B as applicable]*

***A:** For the foreseeable future, should you wish to meet with any member of staff, I would ask you to note that:

- All routine communication, including any requests for a meeting between you and the school, will be by letter only. Letters from you need to be addressed to *[insert as applicable]* at the school address; please note that email correspondence will not be responded to.
- An appointment will be arranged and confirmed in writing as soon as possible.
- A third party from the school will be present throughout the meeting.
- In the interest of all parties, formal notes of the meeting may be made.

***B:** For the foreseeable future, all meetings arising from any written communication with the school will not be conducted by a member of staff, but will be conducted by *[insert name]* who will represent the school. I would ask you to note that:

- All routine communication, including any request for a meeting between you and the school, will be by letter only. Letters from you need to be addressed to *[insert as applicable]* at the School address; please note that email correspondence will not be responded to.
- An appointment will be arranged and confirmed in writing as soon as possible.
- A third party from the School will be present throughout the meeting.
- In the interest of all parties, formal notes of the meeting may be made.

Exceptionally, these arrangements do not apply to any emergency involving *[insert name of pupil]* – in which case you should contact the school in the usual way.

Please note that information normally provided on parents' evening(s) will be delivered in a summary written report whilst these arrangements are in place.

The arrangements described above take effect immediately. If you wish to make a representation about the content of this letter, you can do so by writing to me at the school within **ten school days** of the date of this letter. I hope that the difficulties that we are currently experiencing can soon be resolved.

Yours sincerely

Head Teacher



Reviewed by: **Huw Jones-Williams**

Last Reviewed: **June 2017**

Introduction

Whitchurch High School (Foundation) values the good relations it enjoys with the parents of its students and the wider community. These good relations are based on a respect for what the school is achieving and the provision of relevant and clear information to children, staff, parents and the wider community.

Each day we make many decisions and try hard to do our best for all our students. Your comments – either positive or negative – are helpful for future planning. You may want to talk to us about a particular aspect of the school which is not a complaint. Many parents and others pass on their ideas and thoughts informally to staff and we value their support. There are many opportunities for you to do this.

However, if you are dissatisfied about the way either your child is being treated, or any actions or lack of action by us, as explained when your child joined the school, or the way the school has operated you have the right to complain.

The school's complaints policy allows complaints about school issues to be dealt with efficiently and sensitively, and at the appropriate level. The school treats all complaints seriously and these will be dealt with comprehensively, and as far as possible or necessary, in confidence.

If a parent, or member of the public has a concern, the school requests that notice of the concern is provided to the school as soon as possible. It is difficult for the school to investigate an incident or problem properly if it took place some time ago. Most concerns and complaints can be resolved quickly and informally.

Aims

Whitchurch High School claims to:

- Make the process as easy to understand or follow as possible;
- Treat a clear expression of concern or dissatisfaction in relation to the School or a member of its staff as a complaint which requires a response from the school;
- Treat a complaint seriously whether it is made in person, by telephone, by letter, by fax, or by e-mail;
- Respect the rights and feelings of those involved and make every effort to protect confidential information (where possible and/or appropriate);
- Act promptly, politely and, where appropriate, informally (ie by telephone);
- Focus on resolution and review rather than blame;

- Make the existence and operation of the School's complaints procedure available to all who request it. A summary of how the school deals with complaints is included in the information shared with new parents when their children join the School.
- Provide a framework under the procedure set out below so that the school's staff and governors are clear about their roles and responsibilities in responding to concerns or complaints.
- Keep the records of documents used to investigate a concern or complaint for a period of:

Stage 1: 7 Years

Stages 2 and 3: 7 Years

After 7 years, the Governing Body will review and decide if records need to be kept for longer.

Routine queries

Most questions that arise are likely to be about the running of the school, and will be answered in the information that the school routinely provides. The school also provides a variety of occasions (for example parents' evenings, information and open evenings) and opportunities (for example interim grades and reports) when parents can gather information about the school and learn about the progress of their children.

Scope

This policy and procedure applies to complaints raised by students, parents or members of the public in relation to the following areas: (this list is not exhaustive).

- a. Academic or curriculum issues (for example school work, own learning or subject choice issues).
- b. Pastoral care issues (for example rewards, sanctions or alleged bullying).
- c. Financial and administrative.

Anonymous Complaints

In order to provide parents with an assurance that concerns and complaints will be treated seriously and fairly, generally the School will make a record of all anonymous complaints but will not investigate or take action in respect of an anonymous complaint unless the complaint or allegation relates to alleged criminal activity or child protection issues, when the matter will be referred to the relevant authorities. If there is a concern that a child is at risk of harm or suspicion of abuse, the school will deal with the matter in accordance with the School's Child Protection Policy and Procedure.

Unreasonable behaviour

Aggressive, abusive or unreasonable behaviour by any visitor to the school will not be tolerated and may lead to the school asking the relevant authorities to intervene. Persistently making complaints which the school reasonably considers have no substance or are vexatious will fall into the category of unreasonable behaviour.

Alternative procedures

If a particular complaint or concern is actionable under an alternative school process, then the school may decide not to take action under this Policy and Procedure, and take action under an alternative process. Examples of an alternative process are:

- a. Complaints about members of staff may be dealt with under a disciplinary, capability or grievance procedure;
- b. Complaints about admission decisions by the School will be dealt with in accordance with the School's admissions procedure;
- c. Complaints about exclusion decisions by the school will be dealt with in accordance with the School's behavioural policy and current national guidance on exclusion processes;
- d. Matters which are or have been the subject of legal proceedings or under investigation by the police or some other competent body, for example, child protection issues.

Complaints alleging disciplinary/conduct issues concerning student(s) will be dealt with according to the school's disciplinary procedure if the school concludes that the alleged activity is likely to have taken place as alleged or where other conduct issues arise. Where a complaint concerns alleged criminal activity by a student, the school will follow its disciplinary procedure taking into account any parallel police investigation or investigation by another competent authority.

Principles behind formal resolution of the complaint

All those involved in handling a complaint will respect the rights of the complainant and any other person involved:

The complaint will be kept confidential and only those people who need to know about the complaint whether for the purposes of investigating it or deciding on the merits of the complaint will be made aware of the complaint, except where the matter is already in the public domain or details of the complaint need to be made known to another so as to address the complaint properly.

Any person about whom the complaint is made, or who is affected by the complaint, will have the right to have relevant information, which is sufficient to enable them to respond fully to any matter which concerns them. Information may only be reasonably withheld where there is a reasonable belief that there is a need to protect the source of the information, or there is a legal reason why the information should not be released (for example processing personal data in accordance with the Data Protection Act 1998).

Stage 1: Informal Resolution (see Appendix 1: Flow Chart)

The vast majority of concerns or complaints can best be resolved informally and speedily by the member of staff with whom the complainant first has contact and usually within 48 hours depending on complexity and operational capacity. Although an informal process the complaint will be dealt with in a professional manner. The time scale for Stage 1 could be up to 10 school days which allows for one cycle of the school's two-week timetable.

The school encourages a complainant to discuss their concern with the appropriate member of staff at this initial stage. If the complaint is in relation to a particular pupil the appropriate member of staff will usually either be the student's class subject teacher or Learning Leader. If a complainant refers a concern or complaint to the Headteacher or the Chair of Governors, the Headteacher or Chair will refer the matter to an appropriate member of staff to respond to in accordance with Stage 1 of the Procedure.

The member of staff will make a record of the complaint and will ensure that the parent or member of the public understands what action will be taken and/or has been agreed will be taken. It may be necessary for the member of staff to refer the matter to another, such as a line manager who, will then respond to the complainant. The response to the complainant will normally take place within 48 hours of receiving the complaint, subject to complexity and operational capacity.

If the concern or complaint is not immediately resolved the staff member dealing with the matter will ensure that the complainant is aware of what further action or steps will be taken and the anticipated reasonable time frame to resolve the matter. It is anticipated that this would be within 8 school days of first notice of the complaint. Appropriate communication(s) of the decision outcome will be made to the complainant.

If the complainant is not satisfied with the outcome of Stage 1, within 5 school days of notification of the outcome, s/he may set out their concern or complaint in writing using the WHS Complaint Form (see Appendix 2 pages 8 to 10) for the attention of the Headteacher, together with a request for the matter to be dealt with at Stage 2.

Stage 2: Referral to Headteacher (see Appendix 1: Flow Chart)

Where a complainant is not satisfied with the outcome of Stage 1 notification in writing may be made to the Headteacher. Notification of the complaint [can][or][should] be made by completing the Whitchurch High School (Foundation) Complaint Form as shown in Appendix 2, pages 8 to 10. The complaint will now be dealt with under a formal procedure. The time scale under Stage 2 could be up to 10 school days or more depending on complexity and operational capacity. The complainant will be kept informed and have the opportunity to be updated on appropriate timescales.

If the Headteacher or any other member of SLT has been significantly involved at Stage 1 then Stage 2 needs to be led by an appropriate governor. The Headteacher (designated representative or appropriate governor) will acknowledge receipt of a request for a concern or complaint to be dealt with at Stage 2, in writing, usually within 5 school days of receipt. The Headteacher (or designated deputy or appropriate governor) will also provide a brief explanation of Stage 2 of this Procedure and an estimated target date for a response - usually within 10 school days of receipt of the complaint. If for any reason it is not possible to deal with the matter in this timeframe the complainant will be informed in writing of the reason and a further estimated target for the response will be provided. Written records of meetings, telephone conversations and other documentation will be kept by the School.

The Headteacher (or designated representative) will appoint a member of SLT to collate information and investigate the concern or complaint raised at this stage. The Headteacher (or designated representative) along with the appointed SLT member will offer the complainant an opportunity to first meet with them. The complainant will if s/he wishes, be permitted to be accompanied by a friend, relative, interpreter or supporter who can speak on their behalf provided they have notified the school as a courtesy in advance.

The SLT member will interview any witnesses and take statements from those involved in the complaint (if s/he considers this necessary). These witnesses may include students at the school or members of staff etc.

Once all the relevant facts have been established, the Headteacher (or designated representative) will offer a second meeting with the complainant to discuss or resolve the matter. The SLT member who carried out the investigation will also be present at this meeting. A friend, relative, interpreter or

supporter may accompany the complainant to this meeting or a supporter who can speak on their behalf provided they have notified the school as a courtesy in advance.

This meeting will be followed up by a letter setting out the outcome of the investigation and the Headteacher's (or designated deputy's) decision with regard to the concern or complaint raised.

If the complainant is dissatisfied with the outcome of Stage 2, the complainant may notify the Chair of Governors in writing, within 5 school days of receipt of the letter setting out the outcome of Stage 2, that they wish the Governing Body to review the complaint further.

Stage 3: Review by the Governing Body

Where a complainant is not satisfied with the outcomes of Stages 1 and 2, notification in writing may be made to the Chair of Governors at the School within 5 School days of receipt of the outcome of Stage 2. The Chair of Governors will acknowledge in writing a receipt of a request for a concern or complaint to be dealt with at Stage 3, within 5 school days of receipt of the request.

The matter will then be passed to the Clerk of Governors who will administer convening the Governors' Complaints Panel. The time scale under Stage 3 will be up to 25 school days depending on the availability of the complainant and members of the Governors' Complaints Panel.

The letter from the Chair of Governors referred to above will notify the complainant that a meeting of the Governing Body's Complaints Panel with responsibility for dealing with complaints at Stage 3 of this Procedure will usually take place within 15 school days of the complainant's request. The Clerk to the Governors will then convene the Governors' Complaints Panel and write to the complainant with the details of the date, time and venue. In addition, the letter will inform the complainant that they have the right to submit any further documents relevant to their complaint up to 5 school days prior to date of the meeting.

If the timescale for the meeting needs to be changed, for example, to allow for the availability of certain people, then the Clerk to the Governing Body will seek to agree a new meeting date with all parties.

The Clerk to the Governing Body will ensure that the members of Governors' Complaints Panel that attend the meeting will have had no prior involvement in the matter. Generally it would not be appropriate for the Headteacher to form part of the Governors' Complaints Panel, although the Headteacher may attend the review hearing (as set out below).

The complainant is encouraged to attend the Review hearing in person and to make oral representations; to clarify or supplement their written appeal.

If the complainant is a parent/guardian it is for the complainant to decide whether their child should attend the hearing, if the complaint relates to them in some way.

Representation at the Review hearing

A friend, relative, interpreter or supporter who can speak on their behalf, may accompany the complainant. In all circumstances where the complainant intends to bring someone else to the review hearing, they should formally advise the Clerk to the Governing Body at least 3 school days prior to the hearing of the name of the other person attending and the capacity in which they are attending.

Documentation provided in advance of the review hearing

The Clerk to the Governing Body will ensure that the relevant correspondence and documentation is provided to the members of the Governors' Complaints Panel, the complainant, and/or the persons accompanying them, and Headteacher at least 3 school days prior to the Review hearing. This information will include the grounds of the complaint together with copies of all documents relied upon by either the complainant or Headteacher.

Non-attendance at the Review hearing

If through unforeseeable circumstances, the complainant and/or the person accompanying the complainant are unable to attend the review hearing on the day, they must telephone the Clerk to the Governing Body immediately and give the reason for the non-attendance. The complainant will be asked if they want the review hearing to go ahead in their absence. If they wish to seek another date for the review hearing, the matter will be referred to the Chair of the Governing Body who will decide, based on the complainant's reason for non-attendance, whether to hear the matter in the absence of the complainant or defer consideration until a further hearing is arranged.

Where a complainant and/or the person accompanying the complainant fails to attend on two occasions, the Governing Body will consider the review in the absence of the complainant or the person accompanying the complainant.

Procedure at the Review hearing

The Chair of the Governing Body will ensure that the stages of the review hearing take the following order:

- a) The complainant or person accompanying the complainant may outline the complaint and any documentary evidence and/or call witness(es) as appropriate;
- b) The Headteacher/person accompanying the Headteacher may ask questions of the complainant/person accompanying the complainant or of any witness(es) called by him/her;
- d) The Headteacher/person accompanying the Headteacher will respond to the complaint, present the documentary evidence and/or call witness(es);
- e) The complainant/representative may ask questions of the Headteacher/representative or of any witness called by him/her;
- f) Both parties shall be given the opportunity to sum up if they wish. Neither party may introduce any new matter or issue which has not been raised before.

Governors may ask questions at the Review hearing

The members of the Governing Body at the Review hearing may ask questions at any time if they require clarification of what is being said or if they need information in order to reach a decision.

At the conclusion of the meeting, the Chair of the Governing Body should explain that the Governing Body will consider its decision and will aim to write to both parties with the outcome within **10 school days**.

The Headteacher and any witnesses should then withdraw and the Governing Body should consider its decision.

Decision

The Governing Body shall make one of the following decisions:

- (i) To reject the complaint; or
- (ii) uphold the complaint; and/or
- (iii) recommend appropriate action be taken by the School which may include changes to the school's systems or procedures.

The School will ensure that a copy of all correspondence and notes are kept on file for 7 years. In matters where the complaint involves a pupil, or is lodged by a parent, this should be held separately from a student's personal records.

The decision of the Governors Complaints Panel is final and will be communicated in writing to the complainant and any person against whom the complaint is made, usually within **10 school days** of the Review meeting.

Special Circumstances

Where special circumstances occur, such as complaints against:

- (i) A governor or Group of governors

The concern or complaint will be referred to the Chair of Governors who may delegate another governor who will undertake the investigation.

- (ii) The Chair of Governors or Headteacher

The Vice Chair of the Governors will immediately be informed and will decide whether the complaint needs to be investigated. If it is decided that the matter should be investigated, the Vice Chair may delegate the matter to another governor and Stage 2 of the procedure onwards will be followed.

- (iii) The Chair of Governors and Vice-Chair of governors

The complaint will be referred to the clerk to the governing body who will inform the governors sub committee.

The Clerk to the Governing Body will notify you of the procedure that will be followed in dealing with your complaint.

- (iv) The whole governing body

The complaint will be referred to the clerk to the governing body who will inform the Chair of Governors, the Headteacher and the local authority. The authorities will usually agree arrangements with the governing body for independent investigation of the complaint.

Staff training

All staff and school governors should have the opportunity to take part in training to raise their awareness of this Complaint procedures policy, and to develop their skills in dealing with individuals who wish to complain.

Recording and Monitoring

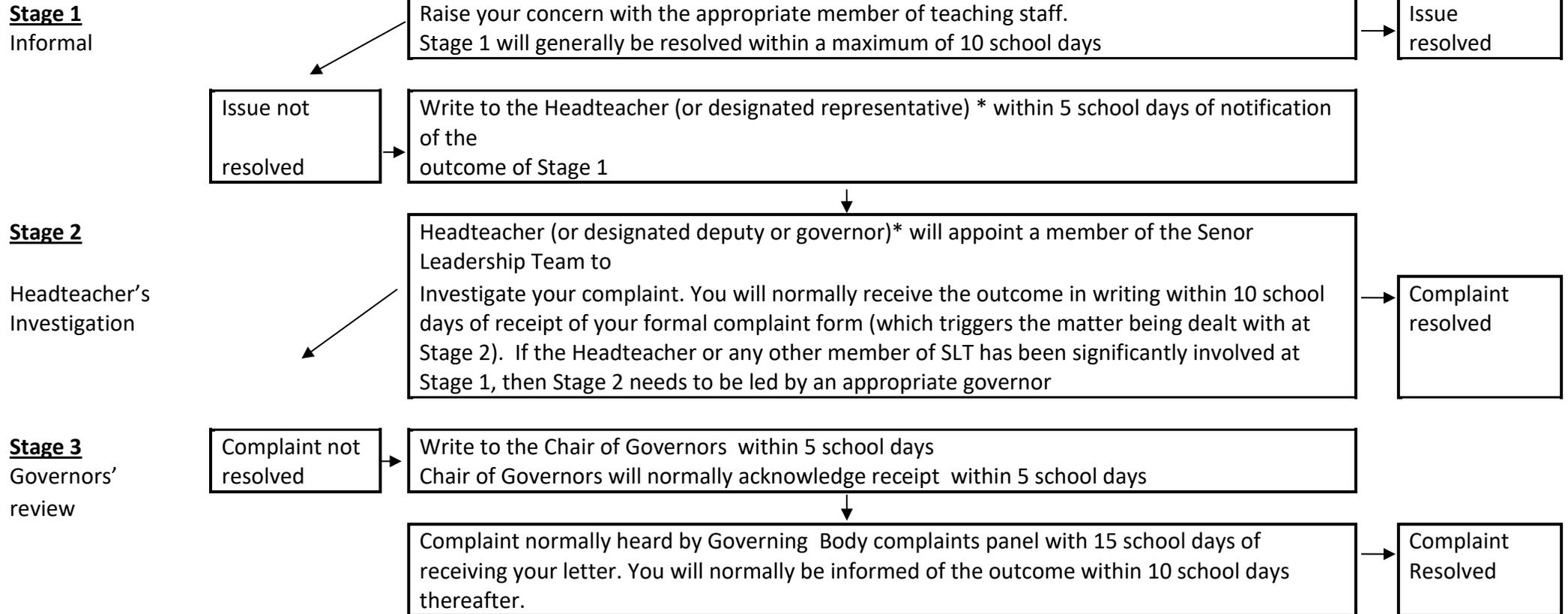
All complaints will be recorded and monitored. The Governing Body will monitor the operation of the complaints procedure and evaluate its implementation on an annual basis.

Consultation

The governing body has consulted with staff and students on the Complaints Policy Procedure and will consult further if any amendments are made in the future

Appendix 1: Whitchurch High School (Foundation) - Summary of dealing with concerns or complaints

This procedure will be followed in the event of a concern or complaint about the School, provided that the concern or complaint does not fall under other statutory procedures



* If the complaint is about the head teacher, chair or vice chair or other governors, please refer to the special circumstances section above (page six). You will be advised by the clerk to the Governing Body of the procedure that will be followed in dealing with your complaint. All timescales shown are targets and are flexible. The school will work with you to ensure that the time allowed to deal with your concern or complaint is reasonable and helps to achieve an answer to the problem.

Appendix 2: Whitchurch High School (Foundation) - Complaint Form

The person who experienced the problem should normally fill in this form. If you are making a complaint on behalf of someone else please fill in Section B also. Please note that before taking forward the complaint Whitchurch High School (Foundation) will need to be satisfied that you have the authority to act on behalf of the person concerned. If you are a pupil the School will help you complete this form, will explain it to you and will give you a copy of it when it is completed.

A. Your details (please complete all parts)

Surname	
Forename(s)	
Title: Mr/Mrs/Ms/other	
Address and postcode	
Daytime phone number	
Mobile phone number	
e-mail address (a secure one would be best)	

B. If you are making a complaint on behalf of someone else, what are their details?

Their name in full	
Address and postcode	
What is your relationship to them?	
Why are you making a complaint on their behalf?	

C. About your complaint (continue your answers on separate sheets of paper if necessary)

C.1 What do you think the School or individual(s) did wrong or did not do?

C.2 Describe how you have been affected.

C.3 When did you first become aware of the problems?

C.4 If it is more than three months since you first became aware of the problem, please give the reason why you have not complained before.

C.5 What do you think should be done to put matters right?

C.6 Have you already put your complaint to a member of staff? If so, please give brief details about how and when you did so.

Signature of complainant..... Date

Signature if you are making a complaint on behalf of someone else

Signature Date

Please send this form and any documents to support your complaint to:

The Chair of Governors or Headteacher

c/o Mrs Kath Jones (PA to the HT)

Whitchurch High School

Penlline Road

Whitchurch Cardiff CF14 2XJ

Telephone: 029 2062 9700 Fax: 029 2062 9701

Email: WHS@whitchurch.cardiff.sch.uk

Official Use	
Date acknowledgement sent:	
By whom:	
Complaint referred to:	
Date:	