



Parental Behaviour and Allegations of Abuse Against Staff Policy

Approved by	Governing Body
Policy owner	Headteacher
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1. Purpose

Peel Park Primary School is committed to maintaining a safe, respectful and positive environment for children, staff, parents and visitors.

The school recognises that positive relationships with parents and carers are important to children's education. Equally, staff have the right to work in an environment where they are treated with dignity and respect and are not subjected to abusive, threatening or intimidating behaviour.

This policy sets out how the school will respond when:

- a parent or carer behaves in an unacceptable manner towards a member of staff;
- a parent or carer makes a complaint or raises a concern about a member of staff;
- an allegation of abuse or inappropriate behaviour is made against a member of staff; or
- behaviour by a parent or carer presents a risk to children, staff or other members of the school community.

The school will always take safeguarding concerns seriously and will ensure that allegations against staff are dealt with fairly, appropriately and in accordance with statutory safeguarding procedures.

2. Our Expectations

Our school values are:

READY – RESPECTFUL – SAFE

These expectations apply to everyone within our school community, including staff, pupils, parents, carers and visitors.

Parents and carers are expected to:

- communicate respectfully with staff;
- raise concerns through the appropriate channels;
- allow staff to explain decisions and provide information;
- avoid shouting, swearing, threatening or intimidating behaviour;
- avoid making personal or derogatory comments about staff;
- avoid aggressive behaviour or confrontations in front of children; and
- work with the school to resolve concerns wherever possible.

The school will not accept behaviour which causes staff, pupils or other parents to feel threatened, intimidated, harassed or unsafe.

3. Unacceptable Parental Behaviour

Unacceptable behaviour may include, but is not limited to:

- shouting or swearing at staff;
- aggressive, threatening or intimidating behaviour;
- making personal, insulting or derogatory comments;
- repeatedly contacting staff in an excessive or unreasonable manner;

- sending abusive or threatening messages or emails;
- attempting to confront a member of staff on the school site;
- refusing to leave the school premises when asked;
- making threats of violence;
- damaging school property;
- discriminatory or abusive language;
- recording or photographing staff without appropriate reason or permission;
- making allegations or complaints in a deliberately abusive or threatening manner; and
- behaviour which disrupts the education or welfare of pupils.

The school will distinguish between a parent who is understandably upset or frustrated and behaviour which crosses the line into abuse, intimidation or unacceptable conduct.

4. Responding to Unacceptable Behaviour

Where appropriate, staff should seek to de-escalate situations and avoid confrontation.

A member of staff may:

1. calmly explain the school's expectations;
2. ask the parent/carer to modify their behaviour;
3. end the conversation if the behaviour continues;
4. ask the parent/carer to leave the premises;
5. seek assistance from a member of the Senior Leadership Team; and
6. record the incident and inform the Headteacher or Deputy Headteacher.

Where there is an immediate threat to safety, staff should prioritise the safety of themselves and others and seek assistance immediately.

Threats of violence, actual violence, criminal damage or other potentially criminal behaviour may be reported to the police.

5. Restrictions on Contact or Access to School

Where a parent or carer repeatedly behaves unacceptably, the school may take reasonable steps to manage their access to the school and communication with staff.

This may include:

- requiring communication to take place through a named member of SLT;
- requiring meetings to be arranged in advance;
- requiring meetings to take place with two members of staff present;
- communicating through written correspondence rather than informal discussions;
- asking the parent/carer not to approach particular members of staff;
- restricting access to certain areas of the school;
- requiring the parent/carer to leave the school site following unacceptable behaviour; and

- where necessary, taking appropriate action to restrict access to the school premises in accordance with the school's procedures.

Any restriction will be proportionate to the circumstances and reviewed as appropriate.

The school will continue to make appropriate arrangements for communication about the child's education and welfare.

6. Complaints About Staff

Parents and carers have the right to raise concerns or make complaints about the school or individual members of staff.

A parent raising a concern should be treated respectfully and should be given an appropriate opportunity to explain their concerns.

Complaints about staff should normally be managed through the school's Complaints Policy.

A complaint should not automatically be treated as a safeguarding allegation.

The school will distinguish between:

- a complaint about the quality of service or practice;
- a concern about professional conduct;
- a low-level safeguarding concern; and
- an allegation which may meet the safeguarding harm threshold.

Where appropriate, the school will seek advice from the Designated Safeguarding Lead, Headteacher, Local Authority Designated Officer (LADO), HR or other relevant professionals.

7. Allegations of Abuse Against Staff

Any allegation that a member of staff has:

- behaved in a way that has harmed a child, or may have harmed a child;
- possibly committed a criminal offence against or related to a child;
- behaved towards a child or children in a way that indicates they may pose a risk of harm to children; or
- behaved, or may have behaved, in a way that indicates they may not be suitable to work with children,

must be treated as a safeguarding matter.

These thresholds reflect Working Together to Safeguard Children 2026.

An allegation may relate to behaviour inside or outside school.

8. What Happens When an Allegation Is Made?

The school will:

1. listen to the concern without making assumptions about its validity;
2. record the information accurately and factually;
3. immediately inform the Headteacher or appropriate senior safeguarding lead;
4. consider the immediate safety and welfare of any child involved;
5. seek advice from the LADO where appropriate;
6. make a referral to the LADO where the allegation meets the relevant threshold;
7. contact the police or children's social care where required;
8. follow the school's safeguarding and disciplinary procedures;
9. maintain confidentiality and share information only with those who need to know; and
10. provide appropriate support to the child, family and member of staff involved.

The school will not conduct its own investigation in a way that could interfere with a police, children's social care or LADO process.

Working Together 2026 states that allegations should be reported immediately to a senior manager and that the LADO should be informed within one working day of allegations meeting the relevant threshold.

9. Support for Staff

An allegation can be extremely stressful for a member of staff, regardless of the eventual outcome.

The school will:

- treat staff fairly and with dignity;
- provide appropriate information about the process;
- maintain confidentiality;
- provide access to appropriate support;
- ensure that staff are not subjected to unnecessary contact from parents or others involved; and
- ensure that any investigation is conducted fairly and in accordance with relevant procedures.

The school will not assume that an allegation is true simply because it has been made.

Equally, the school will not dismiss an allegation without appropriate consideration.

10. False, Malicious or Unfounded Allegations

The school recognises that allegations can arise for a variety of reasons.

Where an allegation is found to be unfounded, false, malicious or unsubstantiated, the school will consider:

- whether any further safeguarding action is required;
- whether any learning or improvements are identified;
- whether the member of staff requires additional support;

- whether the parent/carer requires further clarification about the school's procedures; and
- whether any separate behaviour, complaints or disciplinary processes are required.

A parent or carer will not be penalised simply because a genuine concern or allegation they have raised is not substantiated.

Where there is evidence that an allegation has deliberately been made maliciously or as part of a pattern of unacceptable behaviour, the school may consider appropriate action under this policy and/or the Complaints Policy.

11. Confidentiality

Information relating to allegations against staff must be treated confidentially.

Staff must not discuss allegations with parents, colleagues or other members of the school community unless they have a legitimate professional reason to do so.

Parents and carers will be reminded that confidentiality is important and that sharing allegations on social media or discussing them publicly may have serious consequences.

The school will share information with relevant agencies where this is necessary to safeguard children or to comply with legal or statutory requirements.

12. Communication with Parents

The school will seek to maintain positive and professional relationships with parents and carers wherever possible.

Where concerns arise, the school will aim to:

- communicate clearly;
- listen to concerns;
- explain decisions;
- provide appropriate opportunities for discussion;
- resolve issues at the earliest appropriate stage; and
- keep communication focused on the welfare and education of the child.

However, staff should not be expected to tolerate abusive or threatening behaviour in order to maintain a relationship with a parent.

13. Recording Incidents

Any significant incident involving unacceptable parental behaviour should be recorded factually.

Records should include:

- date and time;
- people involved;
- what happened;
- exact words used where relevant;
- action taken;
- witnesses;
- whether the incident was reported to SLT; and
- any follow-up required.

Records relating to safeguarding allegations must be managed in accordance with the school's safeguarding and information-recording procedures.

14. Related Policies

This policy should be read alongside:

- Child Protection and Safeguarding Policy;
- Behaviour Policy;
- Complaints Policy;
- Staff Code of Conduct;
- Staff Disciplinary Policy;
- Whistleblowing Policy; and
- Online Safety Policy.

15. Review

This policy will be reviewed annually, or sooner where there are changes to legislation, statutory guidance or local safeguarding procedures.

The school will ensure that this policy remains consistent with current safeguarding requirements, including Keeping Children Safe in Education 2026 and Working Together to Safeguard Children 2026.

Key Safeguarding Contacts

Headteacher	d.waites@peelpark.lancs.sch.uk
Designated Safeguarding Lead	m.kerr@peelpark.lancs.sch.uk
Deputy DSL	b.hunter@peelpark.lancs.sch.uk
LADO	lado.admin@lancashire.gov.uk
Children's Social Care/MASH	cypreferrals@lancashire.gov.uk