

Menston Primary School



Policy for dealing with parent complaint about other parents

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Headteacher: Marie Wilson

Approved by the Senior Leadership Team

At Menston Primary School, we expect all members of our school community to treat each other with respect. We expect that the whole school community will work together to ensure that our school remains an orderly, safe place, where relationships between staff, visitors and parents demonstrate mutual respect and a recognition of shared responsibility for pupils' welfare and educational progress.

We expect all parents and carers to model appropriate behaviour in front of other adults and children at all times whilst in and around our school.

We do not expect any personal dispute or conflict between parents to be played out in or around school and we do not expect any dispute or conflict between parents to impact negatively on pupils' wellbeing or on the efficient running of the school.

The school's Parental Involvement Worker will be the first point of contact for parents/carers who feel that it is necessary to make a complaint about another parent on a school-related matter.

If the school receives a complaint from a parent about another parent it will make a record of these complaints. Unless the issue is directly school-related, the school should not be expected to resolve conflict or dispute between parents.

If necessary, the school will signpost parents who cannot resolve their own disputes to a police liaison officer.

If a parent/carer/visitor is intimidating, threatening or aggressive towards any member of the school community, any interaction will be terminated immediately and the person will be instructed to leave the premises. Further action may be taken by the school. Any incidences of anti-social behaviour that occur on school grounds and are observed by school staff will be reported to the police.

This policy has been written with reference to guidance from The Key for School Leaders and was approved by the Senior Leadership Team