

<b>Adopted by the Governing Body of Dunkirk Primary School:</b>	
Policy originated from Nottingham City LA and is adapted to Dunkirk's context	
<b>Approval:</b>	<b>Head Teacher June 26</b>
<b>Review:</b>	<b>June 28</b>
<b>To be reviewed by:</b>	<b>Steve Parry &amp; Rachael Jurkiw</b>
<b>Committee responsible:</b>	<b>FGP &amp; P</b>

<b>COMPLAINTS / ANTI SOCIAL TOOLKIT 2025</b>			
<b>Complaints Policy (A)</b> (DfE Model)	<b>Policy for dealing with vexatious, habitual, unreasonable or persistent complaints (B)</b>	<b>Anti-social behaviour Policy &amp; Antisocial Use of Social Media (C)</b>	
Informal resolution ↓	Inform complainant that they have been classified as persistent, habitual, unreasonable or vexatious. ↓	Expectations of conduct clearly understood. ↓	Formally write if parent has taken images / video / audio without consent. Make clear permitted usage and request deletion. ↓
<b>Stage 1</b> – formal complaint ↓		Verbally re-iterate expectations ↓	
<b>Stage 2</b> – formal complaint (Gov Body complaints committee) ↓	Decide on appropriate communication plan for unreasonable complainant (a – j in policy) ↓	Written warning issued ↓	If a social media post is made – legal letter sent to perpetrator. Request made to social media to remove defamatory content. ↓
If complainant dissatisfied – escalate to DfE		Site Ban issued (up to 6 weeks) Legal Letter ↓	
	Report to police if the behaviour of the complainant constitutes harassment	Site Ban extended (LA informed) ↓	If perpetrator does not cease – use site ban / report to police as harassment
Lifetime Site Ban (reviewed termly)			
<b>Best Practice:</b>			
<ul style="list-style-type: none"> <li>In all cases – schools should build and retain a chronology of incidents relating to behaviour of the above.</li> <li>In all policies listed above, <b>definitions</b> are included.</li> <li>In all policies listed above – reference to this flow chart is included.</li> <li>In all policies listed above – advice is outlined as to how to initially respond to the above behaviours to diffuse and manage volatile situations in the first instance.</li> <li>In vexatious complaints and ASB policies listed above – LA contacts are outlined.</li> </ul>			

**This Code of Conduct is an unsigned agreement between the Parent, Carer, Visitor and Dunkirk Primary School.**

At Dunkirk Primary School, we are very proud and fortunate to have a very dedicated and supportive school community. At our school the staff, governors, parents and carers all recognise that the education of our children is a partnership between us.

We expect our school community to respect our school ethos, keep our school tidy, set a good example of their own behaviour both on school premises, online and when accompanying classes on school visits.

In addition, we also expect our parents, carers and visitors to keep our children safe by adhering to the school's request to park safely outside the school gates during morning and afternoon collections and be aware of the language and topics discussed outside the school premises.

As a partnership, we are all aware of the importance of good working relationships and all recognise the importance of these relationships to equip our children with the necessary skills for their education. For these reasons, we will continue to welcome and encourage parents and carers to participate fully in the life of our school.

The purpose of this policy is to provide a reminder to all parents, carers and visitors to our school about the expected conduct. This is so we can continue to flourish progress and achieve in an atmosphere of mutual understanding.

We are committed to resolving difficulties in a constructive manner, through an open and positive dialogue. However, we understand that everyday misunderstandings can cause frustrations and have a negative impact on our relationships. Where issues arise or misconceptions take place, please contact your child's teacher or one of the Co-Headteachers, who will be available to meet with you and go through the issue and hopefully resolve it. Where issues remain unresolved, please follow the school's complaints procedure. This is available on the school website or a copy can be requested from the school office.

We ask that parent/carers demonstrate that **all** members of the school community should be treated with respect and therefore set a good example in their own speech and behaviour.

This code aims to clarify the types of behaviour that will not be tolerated and seeks parental agreement to these expectations.

The Anti-Social Behaviour & Anti-social Use of Social Media Policy also sets out the actions the school can take should this code be ignored or where breaches occur.

**Behaviour that will not be tolerated:**

- Disruptive behaviour, which interferes or threatens to interfere with any of the school's normal operation or activities anywhere on the school premises.
- Any inappropriate behaviour on the school premises.
- Using loud or offensive language or displaying temper.
- Threatening in any way, a member of staff, visitor, fellow parent/carers or child.
- Damaging or destroying school property.

- Sending abusive or threatening emails, text/voicemail/phone messages, or other written communications (including social media and class dojo) to anyone within the school community.
- Sending divisive or abusive comments regarding race, gender, disability, culture and / or sexuality in the form of emails, text/voicemail/phone messages, or other written communications (including social media and class dojo) to anyone within the school community
- Defamatory, offensive or derogatory comments regarding the school or any of the pupils/parents/staff/governors at the school on Facebook or other sites
- The use of physical, verbal or written aggression towards another adult or child. This includes physical punishment of your own child on school premises.
- Approaching someone else's child in order to discuss or chastise them because of the actions of this child towards their own child. (Such an approach to a child may be seen to be an assault on that child and may have legal consequences)
- Smoking including vaping), taking illegal drugs or the consumption of alcohol on school premises.
- Dogs being brought on to the school premises (other than guide dogs)

Should **any** of the above occur on school premises or in connection with school, the school may feel it is necessary to take action by contacting the appropriate authorities or consider banning the offending adult from entering the school premises or having access withdrawn to online school platforms, like Class Dojo.

Thank you for abiding by this code in our school. Together we create a positive and uplifting environment not only for the children but also for all who work and visit our school.

It is important for parents and carers to make sure any persons collecting their children are aware of this policy.

### **Issues of conduct with the use of Social Media**

Most people take part in online activities and social media. It is fun, interesting and keeps us connected.

Within these spaces, however we ask that you use common sense when discussing school life online.

**'Think before you post'** We ask that social media, whether public or private, should not be used to fuel campaigns and voice complaints against the school, school staff, parents or children.

We take very seriously inappropriate use of social media by a parent to publicly humiliate or criticise another parent, member of staff or child.

### **Parent/Carer Concerns**

If parents have any concerns about their child in relation to the school as we have said above they should:

1. Seek to clarify a child's version of events with the school's view in order to bring about a peaceful solution to any issue.

2. Initially contact the class teacher
3. If the concern remains they should contact one of the assistant headteachers
4. If the concerns remains unresolved then the Deputy Head Teacher will inform and involve the Head Teacher
5. If still unresolved, the school governors through the complaints procedure

They should not use social media as a medium to air any concerns or grievances.

**Online activity, which we consider inappropriate:**

- Identifying or posting images/videos of children
- Abusive or personal comments about staff, governors, children or other parents
- Divisive or abusive comments regarding race, gender, disability, culture and / or sexuality
- Bringing the school in disrepute
- Posting defamatory or libelous comments
- Emails circulated or sent directly with abusive or personal comments about staff or children
- Using social media to publicly challenge school policies or discuss issues about individual children or members of staff
- Threatening behaviour, such as verbally intimidating staff, or using bad language
- Breaching school security procedures

At our school, we take our safeguarding responsibilities seriously and will deal with any reported incidents appropriately in line with the actions outlined above.

**What happens if someone ignores or breaks the code?**

In the event of any parent/carer or visitor of the school breaking this code, then proportionate actions will be taken as follows:

**Step 1**

- Try to engage in conversations with the person to explain the issue and ask them to desist from engaging in such behaviour. This may be done by the class teacher initially or a member of the senior leadership team if appropriate. In some cases, it will not be deemed appropriate to have conversations, for instance, if by doing so would place a staff member at risk.
- If the behaviour persists or a face-to-face conversation has not been possible or the behaviour is too serious for a verbal warning, a written warning will be issued by the school [see Appendix A example]. This could include a decision that the person who has been engaging in Anti-Social Behaviour, not be allowed to enter school premises for a period or that they be restricted in their contact with the school [see Appendix B example].
- Report the incident(s) of Anti-Social Behaviour to the Council's Community Protection department, the Police or other relevant body

- In cases where evidence suggests that behaviour would be tantamount to libel or slander, then the school will refer the matter to Nottingham City Council Legal Team for further action. In cases where the code of conduct has been broken but the breach was not libelous, slanderous or criminal matter, then the school will investigate and may bar the parent/carer. The school will send out a formal letter to the parent/carer with an invite to a meeting with Governors.

## Step 2

Where initial warnings have not been adhered to, or behaviour is more serious (such as staff/children being at risk or any criminal incident or behaviour), the school may:

- Report the matter to the Police
- Report the matter to the Council's Community Protection department [see list of contacts in Appendix C]

The Council or police will then investigate any allegations and incidents and pursue any action taken, they deem appropriate.

## Step 3

Depending on the outcome of investigations and actions taken in Step 2 above, the School, in conjunction with the Council, may:

- Instruct the Council's legal department to take further action if required. This could include action to apply for an injunction under the Anti-Social Behaviour, Crime and Policing Act 2014 (or any other relevant legislation)
- Issue a letter banning the person from entering school premises for a set period.
- Take any other appropriate action as advised by the Council or the Police

## Other Action

It is also an offence under Section 547 of the Education Act 1996 for any person (including a parent) to cause a nuisance or disturbance on school premises. The police may be called to assist in removing the person concerned.

If the person engaging in Anti-Social Behaviour is a tenant of the Council and the incident(s) took place in the locality of where they live, action may be taken in relation to the person's tenancy.

## Reviews:

Reviews or challenges of any decisions made by the School under this Policy, should initially be made to the Headteacher or Chair of Governors. This must be done by sending any representations to the Headteacher/Chair of Governors directly, in writing, within 14 days of any decision being issued.

Co-Headteacher: Rachael Bower – [admin@dunkirk.nottingham.sch.uk](mailto:admin@dunkirk.nottingham.sch.uk)

Co-Headteacher: Steve Parry - [admin@dunkirk.nottingham.sch.uk](mailto:admin@dunkirk.nottingham.sch.uk)

Chair of Governors: Pauline Smith – [Pauline.smith@dunkirk.nottingham.sch.uk](mailto:Pauline.smith@dunkirk.nottingham.sch.uk)

Where it is a council or police decision, their own procedures should be consulted and followed.

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Most people take part in online activities and social media. It is fun, interesting and keeps us connected.

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**‘Think before you post’** We ask that social media, whether public or private, should not be used to fuel campaigns and voice complaints against the school, school staff, parents or children.

We take very seriously inappropriate use of social media by a parent to publicly humiliate or criticise another parent, member of staff or child.

### **Parent/Carer Concerns**

If parents have any concerns about their child in relation to the school as we have said above they should:

6. Seek to clarify a child’s version of events with the school’s view in order to bring about a peaceful solution to any issue.
7. Initially contact the class teacher
8. If the concern remains they should contact one of the assistant headteachers
9. If the concerns remains unresolved then the assistant headteacher will inform and involve the Head Teacher
10. If still unresolved, the school governors through the complaints procedure

They should not use social media as a medium to air any concerns or grievances.

### **Online activity, which we consider inappropriate:**

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- Bringing the school in disrepute
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- Emails circulated or sent directly with abusive or personal comments about staff or children
- Using social media to publicly challenge school policies or discuss issues about individual children or members of staff
- Threatening behaviour, such as verbally intimidating staff, or using bad language
- Breaching school security procedures

At our school, we take our safeguarding responsibilities seriously and will deal with any reported incidents appropriately in line with the actions outlined above.

## APPENDIX A

Dear [name]

Re: Incident at [school] on [date]

We are writing to you about an incident/incidents that took place on school premises on [date] at [time]. The details of the incident(s) are as follows:

[Provide full details of incident with as much information as possible, so avoid using “shouting and screaming” for example, without stating what words were shouted etc. Also explain the impact of the incident on others – e.g. the staff member was extremely distressed by this behaviour/ children were present and heard your abuse etc]

You were spoken to face to face about this incident on [date] and your response was...../ we have previously had to speak to you about similar incidents such as on [date] the class teacher discussed X with you and asked you not to use abusive language [explain any prior discussions here or prior verbal warnings]/ We have tried to speak to you to discuss this incident but have been unable to contact you/ As this incident is serious and involved a threat to a staff member [explain why it was serious and verbal warning not given], we consider it appropriate to warn you in writing at this stage.

Antisocial behaviour is unacceptable on school premises. It has an impact on staff, children and others present on site. The School's priority is the Education and welfare of its children and staff, parents and children are entitled to a safe environment in which to work, learn and enter. We would remind you of the School's Antisocial Policy Statement and Procedure which can be found on our website [link].

We ask that you immediately cease engaging in such behaviour, this includes [list what behaviour is an issue e.g. shouting, verbally abusing, sending aggressive emails etc]. If any further incidents take place, the school will:

- Report this matter to the Police and/or the Council
- Consider issuing you with a further letter, banning you from entering school premises for a period or restricting your contact with the School

Should you need to discuss any aspect of your child's education or schooling, you are requested to contact [details of person/email etc]. We would ask that be done in an appropriate manner, without the use of abusive language or intimidation behaviour towards staff [delete if not relevant to specific case].

## APPENDIX B

Dear [name]

Re: Incident at [school] on [date]

We are writing to you about an incident/incidents that took place on school premises on [date] at [time]. The details of the incident(s) are as follows:

[Provide full details of incident with as much information as possible, so avoid using “shouting and screaming” for example, without stating what words were shouted etc. Also explain the impact of the incident on others – e.g. the staff member was extremely distressed by this behaviour/ children were present and heard your abuse etc]

You were spoken to face to face about this incident on [date] and your response was...../ we have previously had to speak to you about similar incidents such as on [date] the class teacher discussed X with you and asked you not to use abusive language [explain any prior discussions here or prior verbal warnings]/ We have tried to speak to you to discuss this incident but have been unable to contact you. [[Delete/amend as appropriate depending on circumstances of case]]. Antisocial behaviour is unacceptable on school premises. It has an impact on staff, children and others present on site. The School's priority is the Education and welfare of its children and staff, parents and children are entitled to a safe environment in which to work, learn and enter. We would remind you of the School's Antisocial Policy Statement and Procedure which can be found on our website [link].

This matter has been reported by the school, to the Police and the Council's Community Protection department for them to investigate and take any further action that they consider appropriate. In the meantime, the School expects:

- That you immediately cease engaging in such behaviour, this includes [list what behaviour is an issue e.g. shouting, verbally abusing, sending aggressive emails etc]. Any further incidents will also be reported to the Police/Council

- As this incident was serious and involved a threat to a staff member [explain why it was serious e.g. threat, assault, risk to staff], we consider it appropriate to ask you not to enter the school premises until the investigations are concluded by the Council/Police. On that basis, your licence to be, enter or remain upon the school is immediately revoked. This means that you are not permitted to enter the school without first having obtained the written permission of the Headteacher [**NAME**].

This is a provisional prohibition, effective immediately until [**DATE**]. You have the opportunity to make formal representations to the Headteacher/Chair of Governors [delete as appropriate] as to why you should have access to the school. You may do this by written representations (i.e. letter or e-mail) to the Headteacher or over the telephone by pre-arranged appointment with the Headteacher. The matter will be reviewed by [TYPE IN DATE], and your representations will be taken into account. On [TYPE IN DATE] a decision will be made either, to confirm the prohibition and set an exclusion period or to remove the prohibition. The written decision letter will be sent out to you following the review.

*[it is best to make this decision to ban only in conjunction and with the agreement of the police/council, as in reality whilst they investigate, banning is harsh. If you ban, you must put an end date for the temporary ban in the letter **and** allow them to seek a review of that decision, so include in the letter that the ban will be in place until [x] and if they want to ask for a review of that decision they may send their representations for consideration, in writing, within 14 days, to the*

*Chair of Governors for example. You should consider whether to restrict access instead of banning (which is better in most cases) as per the next point below]*

- You may enter the School premises only to drop off and pick up, except with the prior permission of [Headteacher?] and you may only enter the School premises between [set hours differently if you want to or explain any restrictions on where to pick up and drop off etc. Also include any other restrictions, set what you want the arrangements to be, such as "You should only communicate by email to [X] and not enter school premises other than for pick up and drop off or by prior agreement with the Headteacher]

Should you need to discuss any aspect of your child's education or schooling, you are requested to contact [details of person/email etc]. We would ask that be done in an appropriate manner, without the use of abusive language or intimidation behaviour towards staff [delete if not relevant to specific case].



## **Anti-Social behaviour & Anti-Social Use of Social Media Policy**

### **APPENDIX C**

#### **COUNCIL CONTACTS:**

General ASB Team inbox - [asbteam@nottinghamcity.gov.uk](mailto:asbteam@nottinghamcity.gov.uk) –

**It is preferable to send an email as this inbox is monitored daily. Also, wards may be subject to some changes from time-to-time.**

#### **North Team**

Principal Enforcement Officer:- Melanie Fretwell

Mobile:- 07904066858

Wards Covered-

Bestwood,

Bulwell,

Bulwell Forest,

Basford,

Berridge,

Sherwood,

Hyson Green and Arboretum,

Leen Valley,

Aspley,

Bilborough

#### **South Team**

Principal Enforcement Officer:- Laura Bland

Mobile:- 07342071187

Wards Covered:-

Wollaton West

Lenton and Wollaton East

Radford

Castle

Mapperley

St Anns

Dales

Meadows

Clifton West

Clifton East