

## **Liverpool City Council Guidance**

Liverpool schools, in line with local authority guidance, operate a **zero-tolerance policy** for demeaning, aggressive or abusive behaviour by parents towards staff. This policy aims to ensure a safe environment for all members of the school community and outlines clear steps, including warnings, banning parents from the premises, and involving the police if necessary.

### **Key Policies and Procedures**

- **Zero Tolerance:** Schools in Liverpool will not tolerate behaviour that includes shouting, swearing, using offensive language, physically intimidating, threatening behaviour, or making defamatory comments online about staff members.
- **Parental Codes of Conduct:** Individual schools typically have their own "Parent Code of Conduct" which all parents are expected to follow. These documents outline expectations for respectful communication and behaviour while on school grounds or communicating with staff (including emails, phone calls, and social media).
- **Initial Steps (Informal Resolution):** When an incident occurs, the headteacher or senior staff member will typically first attempt to resolve the situation informally through discussion and a clear warning about unacceptable behaviour.
- **Formal Action:** If the behaviour persists or is severe, the school may take formal action.