



Policy on managing Parental and Visitors behaviour at school

Effective Date: 1st September 2020

Last Reviewed: July 2025 Reviewed By: Carrie Matthews

Next Review Date: July 2027

1. Statement of principles

1.1 The governing body of Willen Primary school encourages close links with parents and the community. It believes that pupils benefit when the relationship between home and school is a positive one. The vast majority of parents, carers and others visiting our school are keen to work with us and are supportive of the school. However, on the rare occasions when a negative attitude towards the school or members of its community is expressed, this can result in aggression, verbal and or physical abuse towards members of school staff or a member of the wider school community. The governing body expects and requires its members of staff to behave professionally in these difficult situations and attempt to defuse the situation where possible, seeking the involvement as appropriate of other colleagues. However, all members of staff have the right to work without fear of violence and abuse, and the right, in an extreme case, of appropriate self defence. Similarly, our children have the right to feel safe in school at all times. We expect parents and other visitors to behave in a reasonable way towards members of school staff and of the school community. This policy outlines the steps that will be taken where behaviour is unacceptable.

2 Unacceptable Behaviour

2.1 Types of behaviour that are considered serious and unacceptable and will not be tolerated:

- shouting at members of the school staff, either in person or over the telephone;
- physically intimidating a member of staff, e.g. standing very close to her/him;
- the use of aggressive hand gestures;
- threatening behaviour (either in person, on the telephone or via other media including social media);
- shaking or holding a fist towards another person;
- swearing;
- pushing;
- hitting, e.g. slapping, punching and kicking;
- spitting;
- breaching the school's security procedures;
- Any unauthorised communication with a child that is not your own (including approaching a child to 'talk' about an incident that may have involved your child)
- Any online behaviour that brings the school's reputation into disrepute or intimidates, names or threatens staff, children and their families

2.3 This is not an exhaustive list but seeks to provide illustrations of such behaviour.

3. Consequences of Unacceptable Behaviour

3.1 Unacceptable behaviour will always be brought to the attention of the Head Teacher. The Head Teacher will use their discretion in deciding if the unacceptable behaviour may result in the local authority and the police being informed of the incident/s.

The Head Teacher will write to the family involved and either arrange for a meeting to discuss the incident or through the letter, express that such behaviour can never be repeated. The hope is that through discussion and mediation, any issues are closed. If necessary, the school's complaints procedures be followed.

3.2 Where all procedures have been exhausted, and aggression or intimidation continue, or where there is an extreme act of violence, a parent or carer may be **banned** by the head teacher from the school premises for a period of time, subject to review.

3.2a If a ban is not felt appropriate, other sanctions may be imposed. This may include restrictions on communications with staff or a policy whereby staff are no longer permitted to meet the parent/carers unaccompanied. The Headteacher is best placed to decide and implement the most appropriate restriction.

3.3 Section 547 of the Education Act 1996 makes it 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/carers 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.

3.4 In imposing a ban the following steps will be taken:

1. The parent/carers will be informed, in writing, that she/he is banned from the premises, subject to review, and what will happen if the ban is breached, e.g. that police involvement or an injunction application may follow (Where an assault has led to a ban, a statement indicating that the matter has been reported to the local authority and the police will be included)
2. The chair of governors and/or LA will be informed of the ban
3. Where appropriate, arrangements for pupils being delivered to, and collected from the school gate will be clarified.
4. After the period of the ban is over, the Head Teacher and Governors will decide if a further ban is required or if this ban can be lifted. In either outcome, all parties will be informed by writing.
5. In circumstances where staff members continue to feel threatened by an individual's presence, additional measures may be put into place after a ban has been lifted. For example, joint led parent consultations.

4 Conclusion

The local authority itself may take action where behaviour is unacceptable or there are serious breaches of our home-school code of conduct or health and safety legislation. 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.