



# Abusive Parents & Visitors Policy

**Policy Reviewed by: Headteacher 6<sup>th</sup> December 2019**

**Policy Approved by: Governors 17<sup>th</sup> December 2019**

**Policy review date: December 2021**

## Statement of intent

As a church school what and how we teach, what and how our pupils learn within and beyond the classroom are and must be rooted in Christian values:

Friendship, Respect, Endurance, Thankfulness and Forgiveness.

These values are fundamental in the implementation of this policy to ensure that we maintain our distinctive Christian character of which we are proud.

SIGNED HEADTEACHER		DATE	
SIGNED CHAIR OF THE FGB		DATE	

St Mary and ST Pancras CE School is a place where all are welcome and where we practise kindness and hospitality on a daily basis. Our vision and our values are clearly displayed and while it is not a requirement that a child and their family have to be practising Christians we do expect all parts of the community, children, staff, parents and carers to support the values that we hold dear.

We welcome the parents, carers and the wider community. We believe strongly that everyone concerned with a child's welfare should collaborate positively. However, there are occasions when negative views may be expressed in the form of aggressive behaviour or through the use of violent language. The school will not accept such behaviours or language because all its staff are entitled to work without fear of abuse or violence.

Visitors are expected to:

- Demonstrate a good example for the children in how they speak and behave.
- Work with staff so that together they can resolve any concerns.
- Ensure that they correct their children when their behaviour is unacceptable and could create an intimidating or unsafe situation for others.
- Respect the environment of the school so that it remains clean and tidy.

Unacceptable behaviour includes:

- Speaking in an aggressive or threatening way.
- Shouting at a person or on the telephone.
- Physically intimidation including standing too close and shaking a fist.
- Making threats.
- Swearing.
- Assault of any kind including pushing.
- Spitting.
- Derogatory and discriminatory comments.
- Breaking the school's security procedures. This list is not exhaustive.

Unacceptable behaviour may result in the Police being informed of the incident. Access to the school is decided by the Headteacher. Parents and carers will normally be granted access to certain areas of the school; however, they do not have any right of access. Anyone deemed to have behaved in an unacceptable way may be banned from the school premises.

Visitors and parents / carers are also obliged to act in a manner consistent with the school's Keeping Children Safe in Education Policy, which will include a sign-in process, visitor identification, and supervision while on school grounds.

Guidance on actions and procedures:

If someone is becoming aggressive or abusive, try and draw them away from an area where there are children present and seek immediate help from another member of staff.

The member of staff should report what has happened to a member of the Senior Leadership Team ('SLT') and record the event on the Incident form which should then be given to the Headteacher.

A member of the SLT should try and resolve the situation through discussion and mediation.

If this does not resolve the matter and the unacceptable behaviour continues, the person should be asked to leave the premises. If they fail to do so, the Police should be called; this may lead to prosecution.

The Headteacher may then decide to ban the person for a period of time.

They will be informed in writing of the ban and the reasons for it, the review date, and the action that will be taken if they breach the ban. The letter will detail the arrangements that have been made for the parent/carer to receive appropriate information about their child's education (correspondence templates below).

The Chair of the Governing Body should be informed.

An Incident report form and a number of sample letters for bans, etc. resulting from such incidents can be found below.

## Incident Report Form

Relevant incidents may include trespass, nuisance or disturbance on school premises, verbal abuse, sexual or racial abuse, threats, aggression, physical violence and intentional damage to property. Where possible, the form should be completed before any discussion between witnesses is possible, as this might lead to allegations of collusion.

This form should be completed as fully as possible, using a continuation sheet if necessary. For any incident involving or witnessed by a pupil or parent / carer / visitor, a member of staff should complete the form on their behalf. The completed form should be passed to the Headteacher for appropriate action and recording.

Date of incident:
Time of incident:
Name of the member of staff reporting the incident:
Details of the person assaulted or abused:
Name and details of the person causing the incident:
Description of the incident and the names of any other person(s) involved, location, nature of any injuries, attendance of emergency services, etc.

Witness(es) (if any) and their names and contact details (mobile number, address, email):

Outcome:

Have there been any other previous incidents with the same person? If yes, please provide brief details.

Were the Police involved?

If yes, please list the name of the Police Officer and the Incident Number

Name of the person completing the form:

Signature of the person completing the form:

Date when the form was completed:

## Warning Letter

*To be sent by recorded delivery, from the Headteacher: to parent / carer with child(ren) at the school.  
Please use the school's letterhead.*

*[School address]*

*[Recipient's address]*

*[Date]*

Dear *[Please insert the name of the parent / carer / visitor]*

I have received a report about your conduct at the school on [enter date and time].

*Add factual summary of the incident and of its effect on staff, pupils, other parents etc.*

I must inform you that the Governing Body will not tolerate conduct of this nature on its premises and will act to protect its staff and pupils.

Therefore if, in the future, I receive any more reports of conduct of this nature I will be forced to consider removing your permission to enter the school grounds and buildings. Under section 547 of the Education Act 1996, I am able to have you removed from the school and you could be liable for prosecution.

Nevertheless, I wish to give you an opportunity to give me in writing any comments or observations of your own in relation to the report which I have received about your conduct. These comments may include any expressions of regret on your part and any assurances you are prepared to give about your future good conduct.

Yours sincerely,

Headteacher

## Banning Letter

*To be sent by recorded delivery, from the Governing Body: to parent / carer of child(ren) at the school. Please use the school's letterhead.*

*[School address]*

*[Recipient's address]*

*[Date]*

Dear *[Please insert the name of the parent / carer]*

I have received a report from the Headteacher at *[Insert name]* School about your conduct on *[enter date and time]*.

*Add factual summary of the incident and of its effect on staff, pupils, other parents.*

I must inform you that the Governing Body will not tolerate conduct of this nature on its premises and will act to protect its staff and pupils. On the advice of the Headteacher, I am therefore instructing that until *[add date]* you are not to enter the school premises. If you do not comply with this instruction, I may arrange for you to be removed from the premises and prosecuted under Section 547 of the Education Act 1996. If convicted under this section, you are liable to a fine of up to £500.

For the duration of this decision you may bring your son(s) / daughter(s) *[complete as appropriate]* to school and collect them / him / her *[delete as appropriate]* at the end of the school day, but you must not go beyond the school gate.

*In the case of infant children, please also insert:*

Arrangements have been made for *[insert name of child(ren)]* to be collected and returned to you at the school gate by a member of the school's staff.

The withdrawal of permission for you to enter the school premises takes effect immediately.

However, before confirming my decision, I would like to give you the opportunity to write to me with any comments or observations of your own in relation to the report which I have received from the Headteacher. These comments may include any expressions of regret on your part and any assurances you are prepared to give about your future good conduct.

To enable me to take a decision on this matter at an early point, you are asked to send me any written comments you wish to make by *[state date ten working days from the date of letter]*.

If on receipt of your comments I consider that my decision should be confirmed, or extended, you will be supplied with details of how to pursue a review of the circumstances of your case.

In any event, the decision to withdraw your licence to enter the school premises will be reviewed by *[complete as appropriate]*. That review will take account of any representations that you may have made and of your subsequent conduct.

Yours sincerely,

Chair  
Governing Body



## Banning Letter

*From the Governing Body: to a member of the public. Please use the school's letterhead.*

*[School address]*

*[Recipient's address]*

*[Date]*

Dear *[Please insert the name of the visitor]*

I have received a report from the Headteacher at *[Insert name]* School about your conduct on *[enter date and time]*.

*Add factual summary of the incident and of its effect on staff, pupils, other parents etc.*

I must inform you that the governors will not tolerate conduct of this nature on its premises and will act to protect its staff and pupils. On the advice of the Headteacher, I am therefore instructing that you are not to reappear on the premises of the school. If you do not comply with this instruction, I may arrange for you to be removed from the premises and prosecuted under Section 547 of the Education Act 1996. If convicted, you are liable to a fine of up to £500.

Yours sincerely,

Chair  
Governing Body

## Letter updating a Banning Letter

*From the Governing Body, confirming ban: to parent/carer with child/ren at the school. Please use the school's letterhead.*

*[School address]*

*[Recipient's address]*

*[Date]*

Dear *[Please insert the name of the visitor]*

On *[insert date]* I wrote to you informing you that on the advice of the Headteacher, I had withdrawn permission for you to come onto the premises of *[insert name]* School until *[insert date]*. To enable the governors to determine whether to confirm this decision, or to impose it for a longer period, I gave you the opportunity to give your written comments on the incident concerned by *[insert date]*.

I have not received a written response from you / I have now received a letter from you dated *[insert the date]*, the contents of which I have noted. *[Delete either sentence as appropriate]*

In the circumstances, and after further consideration of the Headteacher's report, I have determined that the decision to withdraw permission for you to come onto school premises should be *confirmed / extended*. *[Delete as appropriate]*

I am therefore instructing that until *[insert date]* you are not to come onto the premises of the school without the prior knowledge and approval of the Headteacher. If you do not comply with this instruction, I may arrange for you to be removed from the premises and prosecuted under Section 547 of the Education Act 1996. If convicted, you are liable to a fine of up to £500.

Notwithstanding this decision, the Headteacher and staff at *[insert name]* School remain committed to the education of your *child / children [delete as appropriate]*, who must continue to attend school as normal under the arrangements set out in my previous letter.

The Governing Body will take steps to review the continuance of this decision by (give date). When deciding whether it is necessary to extend the withdrawal of permission to come onto the school's premises, the Governing Body will consider the extent of your compliance with the decision, any appropriate expressions of regret and assurances of future good conduct received from yourself, and any evidence of your co-operation with the school in other respects.

*(Include where the incident has arisen within the context of a parental complaint against the school.)*

Finally, I would advise you that I have asked the Headteacher to ensure that your complaint *[give brief details]* is considered under the appropriate school procedure. You will be contacted about this by the school in due course.

Yours sincerely,

Chair  
Governing Body

## Letter from the Governing Body

*Following formal review of a banning letter, extending ban: to parent / carer with child(ren) at the school. Please use the school's letterhead.*

*[School address]*

*[Recipient's address]*

*[Date]*

Dear *[Please insert the name of the visitor]*

I wrote to you on *[insert date]* withdrawing permission for you to come onto the premises of *[insert name]* School until *[insert date]*. In that letter I also advised you that I would take steps to review this decision by *[insert date]*.

I have now completed the review. However, after consultation with the Headteacher, I have determined that it is not yet appropriate for me to withdraw my decision.

Give a brief summary of reasons.

I therefore advise that the instruction that you are not to come onto the premises of *[insert name]* School without the prior knowledge and approval of the Headteacher remains in place until *[insert date]*.

I shall undertake a further review of this decision on *[insert date]*. *[Insert if the letter is from the Local Governing Body]*.

If you are dissatisfied with this decision, you have a right to request a review of the decision by the governors.

Yours sincerely,

Chair  
Governing Body