



# PARENTAL AND VISITOR BEHAVIOUR POLICY

We believe staff, students and parents are entitled to a safe and protective environment in which to work together.

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<b>Approved by Governing Board</b>	<b>30<sup>th</sup> April 2025</b>
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**Please note that the version of this document contained within the school website is the only version that is maintained.**

Any printed copies should therefore be viewed as “uncontrolled” and as such, may not contain the latest updates and amendments.

## **Background**

Hollingbourne Primary School is fully committed to working with parents, carers and community members in a constructive partnership for the benefit of children in their care.

Sometimes however, parents, carers or community members treat staff and others in a way that is unacceptable. This is a particular concern when such action is witnessed by pupils, who have the right to feel safe and to expect all adults on school premises to act as positive role models of good behaviour.

We will not accept unreasonable, persistent, harassing or abusive behaviour towards any members of our school community.

This policy applies to all those who engage with the school and not just to parents.

## **Our expectations:**

We expect anyone who wish to engage with our school to:

- treat all members of the school community with courtesy and respect and in an appropriate manner
- ensure that pupils, staff, parents and volunteers feel safe and free from intimidation at all times
- avoid the use of violence, or threats of violence, towards people or property

**Hollingbourne Primary School will not tolerate any form of physical or verbal aggression against members of the school community.**

## **What do we mean by unreasonable, threatening or abusive behaviour?**

Unreasonable, harassing or abusive behaviour includes behaviour which is (this is not an exhaustive list):

- expressed harshly or in a sharp manner, particularly in front of pupils
- presented in a disrespectful, aggressive or threatening manner
- perceived as aggressive, intimidating, unreasonable, abusive or threatening
- pursued in a manner which causes undue distress to staff, pupils, other parents or others including through the use of social media such as Facebook
- includes persistent requests for meetings or responses from members of staff within unreasonable timescales
- actions which are out of proportion to the nature of a complaint
- pursuing justifiable complaints in an unreasonable manner
- unjustifiably repetitious complaint or persistence with a complaint when the complaints procedure has been exhausted unless significant new evidence or information relating to the matter is provided

### **The school's response**

In cases of unreasonable, harassing, threatening or abusive behaviour, the school may take some or all of the following steps, as appropriate:

- Inform the person in writing that the school considers his/her behaviour to fall under the terms of this Policy and request a change in behaviour.
- Depending on the type, level or frequency of the unacceptable behaviour, the school may consider imposing conditions or restrictions as deemed reasonable and proportionate by the Head teacher. These conditions may include (but are not exclusive):
  - Require any future meetings with a member of staff to be conducted with a second person present or
  - Restrict contact to named members of the ~~academy leadership~~ Senior Leadership Team
  - Require any future meetings to be prearranged by telephone to the school
  - In the interests of all parties, notes of these meetings may be taken
  - Inform the person that, with the exception of urgent communication regarding their child in school, the school will respond to their correspondence on a 6 weekly basis only
  - Ban the individual from entering the school site, with immediate effect, until a certain time has elapsed
  - Ban the individual from entering the school site, with immediate effect, and until a letter has been received from the person stating that the behaviour will not happen in future
  - Ban the person from the site indefinitely
  - Request an Anti-Social Behaviour Order (ASBO)
  - Prosecute under Anti-Harassment legislation
  - Call the police to remove the individual from the premises, under powers provided by the Education Act 1996.

The course of action will be reasonable and commensurate with the assessed level of risk.

If the decision is to ban the individual(s) then the school will write to them explaining what has happened and why the behaviour was considered unacceptable stating the length of the ban and give a review date. If no further concerns have arisen, a meeting date will be set which will seek to re-establish a productive working relationship between the school and those involved.

Note: in the case of a proposed ban, the individual will have 10 working days to respond in writing giving their own version of events. The Head teacher will respond in writing within 10 working days of receiving letter to inform of his/her decision.

### **Complaints Process**

If a parent/carer wishes to appeal against any conditions or restrictions, they may do so in writing following the school's complaints procedure which can be found on the school's website under policies.

In the case of a ban from site, the first stage of this appeal will be undertaken by an appointed governor who would invite the Headteacher to review the matter and consider whether to uphold or remove the ban. If the outcome is that the ban is still in place, then the parent may appeal further to a panel of governors according to the usual complaints process. If the decision is to confirm the ban, parent/carers in these circumstances will be offered an annual meeting about their child's progress, usually with a senior member of staff.

## **Appendices to Acceptable Behaviour for Parents/Visitors Policy**

*Letter 1: Warning (sent by Headteacher)*

Recorded delivery

Dear

I have received a report about your conduct at the school on (enter date and time or details). This appears to fall far short of that we would expect of a parent of a pupil at Hollingbourne Primary School.

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

I must inform you that the governing body will not tolerate aggression towards members of the school community and will act to protect its staff and students from any form of abuse or intimidation. I should warn you that any future conduct of this nature could result in the school imposing conditions restricting your access to the school or banning you from contacting or attending the school altogether.

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. Please do so within 10 working days of the date of this letter. These comments may include any assurances you are prepared to give about your future good conduct. There is then an option for us to meet to discuss the situation and how it can be avoided in the future.

Details of our policy on dealing with unreasonable behaviour can be found on our website.

Yours sincerely

Headteacher

cc: Chair of Governors

*Letter 2: Imposing conditions on the parent's attendance at school events, pending review  
(sent by Headteacher)*

Recorded delivery

Dear

I have received a report from the (name of staff) about your conduct on  
..... at .....

(add summary of incident and its effect on staff and pupils)

(You will recollect that I have already written to you about a previous incident on (date) warning you of the consequence of any further insulting or aggressive behaviour on your part).

I must inform you that the governors, in line with our policy, will not tolerate conduct of this nature on the school premises and will act to defend school staff and pupils.

I am therefore writing to inform you that I am imposing conditions on the contact you may have with school. These are as follows: **(delete as appropriate)**

- You must be accompanied to any meeting with a member of school staff.
- You may not contact by telephone or in writing any member of staff. You may contact either the Headteacher or the Deputy Headteacher.
- You may not attend any events for parents except those where you will be accompanied by a member of the senior leadership of the school.
- Other as are reasonable and proportionate.

You may, if you wish, send in writing any comments or observations of your own within 10 working days of the date of this letter. These comments may be to challenge or explain the facts of the incident, to express regret and give assurances about your future good conduct. We will then write to you with the outcome of the decision.

If on receipt of your comments, the Chair of Governors considers that the decision should be confirmed, you will be supplied with details of how the conditions will be reviewed by the governing body.

Yours sincerely

Headteacher

cc: Chair of Governor

:

*Letter 3: Letter to confirm or overturn Headteacher's decision to impose conditions (sent by chair of governors)*

Recorded delivery

Dear

????? wrote to you on (date) to detail concerns about an incident when your behaviour towards (name) fell short of what we would expect as a school. You will be aware that she has written to you previously about your behaviour towards staff.

I have not received a written response from you/I have received a letter from you dated ....., the contents of which I have considered carefully.

In the circumstances, and after further consideration of the Headteacher's report and your letter, I have determined that the decision to impose conditions on your contact with school should be confirmed. The conditions are as follows:

☐ (Copy conditions from HT's letter)

This decision will be reviewed by the governing body in approximately six months' time. The Clerk to the Governors will write to you in advance of the meeting to ask you to provide a written statement for their consideration. When deciding whether it will be necessary to extend the application of conditions to attend school premises, consideration will be given to the extent of your compliance with the decision, any appropriate expressions of regret and assurance of future good conduct received from you; and any evidence of your co-operation with the school in other respects.

OR

In the circumstances, and after further consideration of the Headteacher's report and your letter, I have determined that the decision to impose conditions on you should be overturned. You may therefore attend school events as normal. However, should there be a repeat of inappropriate behaviour towards staff all of the above sanctions may be applied.

Yours sincerely

Chair of Governors

cc: Headteacher



*Letter 4: Imposition of a ban on contacting or attending the school, pending review (sent by Headteacher)*

Recorded delivery

Dear

I have received a report from the (name of staff) about your conduct on  
..... at .....

(add summary of incident and its effect on staff and pupils)

You will recollect that I have already written to you about a previous incident on (date) warning you of the consequence of any further insulting or aggressive behaviour on your part.

I must inform you that the governors, in line with our policy, will not tolerate conduct of this nature on the school premises and will act to defend school staff and pupils.

I am therefore writing to inform you that I am recommending imposing a ban on you attending or contacting the school. This means you may not attend school for any reason whatsoever. You must not contact any member of staff by telephone or e-mail. You do, however, have the right to attend one meeting per year to discuss your child's progress. This meeting will be with me. I will contact you to arrange this at the time of the Parents' Evening.

The restrictions above are provisional until they have been reviewed by the Chair of Governors. Please consider them to be in force until you receive her confirmation.

The Chair of Governors will need to decide whether it is appropriate to confirm or overturn this decision. Please send, in writing, any comments or observations of your own within 10 working days of the date of this letter. These comments may be to challenge or explain the facts of the incident, to express regret and give assurances about your future good conduct.

If on receipt of your comments, the Chair of Governors considers that my decision should be confirmed, you will be supplied with details of how this ban will be reviewed by the governing body.

Yours sincerely

Headteacher

cc: Chair of Governors

Letter 5: *Letter to confirm or overturn Headteacher's decision to impose a ban (sent by chair of governors)*

Recorded delivery

Dear

????? wrote to you on (date) to detail concerns about an incident when your behaviour towards (name) fell far short of what we would expect as a school. You will be aware that she has written to you previously about your behaviour towards staff.

I have not received a written response from you/I have received a letter from you dated ....., the contents of which I have considered carefully.

In the circumstances, and after further consideration of the Headteacher's report and your letter, I have determined that the decision to impose a ban on you should be confirmed. This means you may not attend school for any reason whatsoever. You must not make contact with any member of staff by telephone or e-mail. You do, however, have the right to attend one meeting per year to discuss your child's progress. This meeting will be with a member of the senior team.

This decision will be reviewed in six months time by the governing body. The Clerk to the Governors will write to you in advance of the meeting of the governing body to ask you to provide a written statement for their consideration. When deciding whether it will be necessary to extend the application of conditions to attend school premises, consideration will be given to the extent of your compliance with the decision, any appropriate expressions of regret and assurance of future good conduct received from you and any evidence of your co-operation with the school in other respects.

OR

In the circumstances, and after further consideration of the Headteacher's report and your letter, I have determined that the decision to impose a ban should be overturned. You may attend school events as normal. However, should there be a repeat of inappropriate behaviour towards staff all of the above sanctions may be applied.

Yours sincerely

Chair of Governors

cc: Headteacher

*Letter 6: Letter from the clerk to the governors requesting parents' statement for review by GB (sent by clerk to governors)*

Recorded delivery

Dear

????? wrote to you on (date) to detail concerns about your behaviour towards school staff/students fell short of what we would expect as a school. As a result of this incident, conditions were imposed on you/a ban was imposed.

This decision will be reviewed by the governing body at their next meeting on (date).

I am writing to ask whether you would like to make a written statement to governors for their consideration in making the decision whether to remove the restriction or extend it.

If you should wish to make a written statement, please can you e-mail it to me at (address) by (date – parents should be given 10 days to respond).

Yours sincerely Clerk

to Governors cc:

Headteacher

*Letter 7: Letter detailing outcome of governing body's review (sent by Clerk to governors)*

Recorded delivery

Dear

I wrote to you on (date) to request a statement to enable governors to review the school's decision to impose conditions/ban you from attending school premises.

I have not received a written response from you/I have received a letter from you dated ....., the contents of which were considered carefully by the governors at their meeting on (date).

In the circumstances, and after further consideration of the Headteacher's report (and your letter), governors have determined that the decision to impose conditions/ban you from attending or contacting school attend should be confirmed. The conditions of your attendance on site are as follows:

- You must be accompanied to any meeting with a member of school staff.
- You may not contact by telephone or in writing any member of staff. You may contact either the Headteacher or the Deputy Headteacher.
- You may not attend any events for parents except those where you will be accompanied by a member of the senior leadership of the school.
- Any other condition imposed.

OR

- You must not attend any event in school except for an annual meeting about your child's progress. This meeting will be conducted by?????
- You may not contact by telephone or in writing any member of staff.

This decision will be reviewed again in six months time. When deciding whether it will be necessary to extend the application of conditions to attend school premises, consideration will be given to the extent of your compliance with the decision, any appropriate expressions of regret and assurance of future good conduct received from you and any evidence of your co-operation with the school in other respects.

OR

In the circumstances, and after further consideration of the Headteacher's report and your letter, governors have determined that you should once again be allowed to attend parents' events as usual. All conditions have been removed. However, should there be a repeat of inappropriate behaviour towards staff this decision may be revoked.

Yours sincerely

Clerk to Governors

cc: Headteacher