



**The Greenfield &  
Hurst Drive Federation**

[www.GreenfieldandHurstdrive.co.uk](http://www.GreenfieldandHurstdrive.co.uk)



# **Managing Abusive Parents, Carers or Visitors Policy**

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**Plan Reviewed:** September 2023

**Plan Review:** September 2024

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### Introduction

Schools are private property; therefore, people do not have an automatic right to enter. Parents and carers have an ‘implied licence’ to come onto the school premises at certain times, for instance:

- for appointments;
- to attend a school event (e.g. a school production); or,
- to drop off or pick up children.

At Greenfield and Hurst Drive Federation, the vast majority of parents, carers and visitors to the site understand that our school should be a safe, orderly place, where adults speak to one another respectfully, recognising the important role each other plays in educating the children.

However, there may be occasions when parents, carers or visitors to the site do not model this expectation. The Governors at Greenfield and Hurst Drive Federation will not tolerate abusive or aggressive behaviour towards staff or other parents, carers or visitors that then affects the smooth running of the school and the education of its pupils.

In this policy, by making clear what constitutes unacceptable behaviour by parents, carers and visitors, as well as having a clear procedure to address any infractions, the Governors of Greenfield and Hurst Drive Federation aim to maintain a safe and orderly environment for all.

### Definition of Unacceptable Behaviour

Although this is not an exhaustive list, the following list aims to illustrate the types of behaviours the Governors of Greenfield and Hurst Drive Federation deem unacceptable:

- Insults intended to humiliate or undermine;

- A raised voice (e.g. shouting) in person or over the telephone;
- Swearing in person, over the telephone or via electronic message;
- Sexist, racist, ageist, homophobic or transphobic language used in person, over the telephone or via electronic message;
- Making threats in person, over the telephone or via electronic message;
- Making false, malicious and/or vexatious allegations;
- Physical intimidation (e.g. invading someone's personal space etc.);
- Aggressive or offensive hand gestures (e.g. shaking a fist in someone's face);
- Spitting;
- Physical abuse (e.g. pushing, hitting, kicking etc.); or,
- Breaching the school's security procedures (i.e. trespassing).

### **Procedure for Dealing with Unacceptable Behaviour by a Parent, Carer or Visitor**

If a parent, carer or visitor uses aggressive, abusive or insulting behaviour or language that is a risk to staff or pupils, the following procedure will occur:

1. The staff member/s who witnessed the incident should complete an incident report form (Appendix A) and share this with a member of the senior leadership team on the same day the incident took place.
2. The member of the senior leadership team in receipt of the incident report form should conduct a timely investigation (which may include inviting the accused to a meeting to discuss the incident) ahead of determining whether to award: -
  - A verbal warning to the parent, carer or visitor involved;
  - A written warning to the parent, carer or visitor (Appendix B); or,
  - A letter banning the parent, carer or visitor from the school premises for a fixed period to be determined by the senior leader (Appendix C).
3. If a parent, carer or visitor is unhappy with the school's response, he or she will be signposted to the School Complaints Procedure.

Please note that if at any time a staff member fears for their own or others' safety, he or she should contact the police by dialling 999 immediately.

### **Monitoring Arrangements**

This policy will be reviewed every three years by the full governing body. Any amendments will be presented at a meeting of the full governing board.

## Appendix A – Incident Report Form

| 1. Incident  |  |
|--|--|
| Date of incident:  |  |
| Time of incident:  |  |
| 2. Member of staff reporting incident                                      |  |
| Name:  |  |
| Work address (if different from school address):                           |  |
| Job title:   |  |
| 3. Personal details of person assaulted/verbally abused (if appropriate)   |  |
| Name:  |  |
| Work address (if different from school address) / home address (if pupil): |  |
| Job title (if member of staff):  |  |
| 4. Details of trespasser/s and/or assailant/s (if known)                   |  |
| Name/s:  |  |
| 5. Details of witness(es) if any   |  |
| Name:  |  |
| Work address (if different from school address) / home address (if pupil): |  |
| Name:  |  |
| Work address (if different from school address) / home address (if pupil): |  |
| Name:  |  |
| Work address (if different from school address) / home address (if pupil): |  |

|  |  |
|--|--|
| <b>6. Relationship between member of staff/pupil and trespasser/assailant, if any</b>  |  |
|  |  |
| <b>7. Details of incident</b>  |  |
| Type of incident: (e.g. if trespass, was the trespasser causing a nuisance or disturbance and how; if assault, give details of any injury suffered, treatment received etc.)                               |  |
| Location of incident:  |  |
| Other details: (e.g. describe incident, including, where relevant, events leading up to it; relevant details of trespasser/assailant not given above; if a weapon was involved, who else was present etc.) |  |
| <b>8. Outcome</b>  |  |
| Please detail: (e.g. police called, trespasser removed under Section 547 of the Education Act 1996 etc.)   |  |
| <b>9. Other information (to be completed as appropriate)</b>   |  |
| Possible contributory factors: (e.g. possibly under the influence of alcohol or drugs)   |  |
| Is trespasser/assailant known to have been involved in previous incident/s? (YES/NO)   |  |
| Provide details, including date/s, if previous incidents have occurred:  |  |
| What measures were in place to prevent an incident of this type occurring? What further improvements could be made?  |  |
| <b>10. Police details</b>  |  |
| Name and contact details of police officer involved, and incident number or crime reference number, as appropriate:  |  |

Signed: \_\_\_\_\_

Date: \_\_ / \_\_ / \_\_\_\_

**Please return to a member of the senior leadership team.**

## Appendix B – Warning Letter

Dear.....

The Governors of Greenfield and Hurst Drive Federation have a duty to provide a safe and healthy environment for both its pupils and those members of staff employed on the site. Your conduct on [Date] compromised this responsibility and was contrary to the School's aims in providing an environment in which the pupils and staff feel safe. On [Date] you [Description of behaviour]. The purpose of this letter is to formally warn you of the consequence of the continuation of such behaviour.

I must inform you that should a further incident of a similar nature occur in the future, I would have no alternative other than to ban you from the premises of Greenfield and Hurst Drive Federation.

You may wish to make representations on the incident, in which case I refer you to the attached copy of the Schools' Complaints Procedure, which sets out the process which you should follow in making your response.

I am sorry that the school has had to take this step as we value contact with you, and other parents and carers, and know that this plays an important part in the educational progress of a child. The school has always maintained that a child's education should be a partnership between the school and parents.

I would hope we could put this behind us and work together in the future.

Yours sincerely

Headteacher

## Appendix C – Banning Letter

Dear.....

The Governors of Greenfield and Hurst Drive Federation have a duty to provide a safe and healthy environment for both its pupils and those members of staff employed on the site. Your conduct on [Date] compromised this responsibility and was contrary to the School's aims in providing an environment in which the pupils and staff feel safe.

As a result of an incident on [Date] where you [Describe behaviour], I must tell you that you are no longer allowed on the premises of Greenfield and Hurst Drive Federation.

The decision does not alter the school's legal obligation to keep you informed of your child's educational progress. School reports will be forwarded to you and if you have any queries regarding your child's educational progress, you should put these in writing and address them to me.

As your permission to enter the school premises has been withdrawn, to enter the premises would constitute trespass. Under section 547 of the Education Act 1996, it is a criminal offence to trespass upon the school premises and to cause a nuisance or disturbance. On conviction, you could be subject to a fine of up to £500.

You may wish to make representations upon the action taken by the school as a result of your behaviour. If you wish to do so, please refer to the attached copy of the School's Complaints Procedure, which sets out the process for your response.

Your ban will be reconsidered by myself and the Governors on

Yours sincerely

Headteacher