



Expected Behaviour of Visitors/Parents on School Premises Policy

This policy was adopted/updated	November 2021/ September 2025
This policy will be reviewed	Every 2 years. September 2027
Governor Committee Responsibility:	Resource committee
Statutory policy:	No
Policy origins:	Home School Agreement
Amendments	Autumn 2025- persistent / inappropriate emails

Introduction and Rationale

This policy links to our schools vision and mission statement in the following way:

- *We want children and staff to enjoy coming to school and to feel safe, healthy and confident.*
- *We want visitors to remark on the atmosphere in the school, the stimulating environment (in and out of school) and the behaved and well-mannered children.*
- *We want to have an effective and supportive relationship with Parents/Carers, Governors and the local and wider community.*

Our school encourages close links with parents/carers and the community. We believe that children benefit when the relationship between home and school is a positive one.

It is important to us that we set good examples in school of the very best behaviour for our pupils as we know that is what parents/carers want and expect. The vast majority of parents, carers and others visiting school are keen to work with us and are supportive of our school and that is how we want our relationships with parents/carers and visitors to be.

In order to help us maintain our high standards of pupil behaviour, we would ask that all parents and visitors behave with respect towards pupils, other parents/carers, family members and staff when in our school buildings or any area around the school site. This means being polite, respectful and not using raised voices or any other unacceptable behaviour.

We appreciate that sometimes, visitors or parents/carers may be frustrated and upset and this could lead to them feeling negative about aspects of the school. The school expects its staff to behave professionally in these difficult situations and attempt to defuse the situation where possible, seeking the involvement, as appropriate, of other senior colleagues. However, all staff have the right to work without fear of violence and intimidation and thus we will not tolerate instances of these types of behaviour on our premises.

Because we understand that there are some rare cases where frustrations get out of hand, we have outlined below the steps that we will take on these occasions.

Home School Agreement

At the beginning of each academic year, parents and carers are asked to sign the Home School Agreement which sets out expectations of conduct for pupils, parents and carers and staff at the school. Parents and carers are asked to abide by this agreement at all times.

Behaviour

We regard the behaviours below as being unacceptable in our school. This is not an exhaustive list but seeks to provide illustrations of unacceptable behaviour.

- Disruptive behaviour or disorderly conduct which interferes or threatens to interfere with the running of a meeting, classroom, office or any other area of the school grounds
- Use of loud/or offensive language including shouting, swearing, using profane language, attempting to physically intimidate, use of aggressive hand gestures or displaying temper in person or over the phone.
- Threatening to harm a member of school staff, visitor, fellow parent/carer or pupil regardless of whether or not the behaviour constitutes a criminal offence
- Damaging or destroying school property

- Sending abusive or threatening e-mails or text/voicemail/phone messages or other written communications
- Defamation of the school or staff character on Facebook or other social networking sites
- The use of physical aggression towards another adult or child. This includes physical punishment against your own child on school premises
- Approaching someone else's child in order to discuss or chastise them because of their actions towards your own child
- Smoking or consumption of alcohol or illegal drugs on school premises
- Racist or sexist comments- we have a responsibility to report any racial or homophobic incidents
- Breaking the school's security procedures

Unacceptable behaviour may result in the Local Authority legal department and the Police being informed of the incident.

Procedure

These are the steps that will be taken by the school in those rare cases where a parent/carer or other family member or member of the public behaves in an unacceptable way towards a member of our school community.

1. The school will assess if the behaviour requires intervention by an external agency (Police, Legal Team, SPA)
2. A member of ELT, or an appropriate member of the senior staff, will seek to resolve the situation through discussion and mediation as soon as possible following the incident.
3. During the discussion with the parent /visitor, they will be directed to the School's Complaints Procedure and encouraged to use this if the situation cannot be resolved by the initial discussion.
4. If a complaint is received following the discussion meeting with ELT or SLT member, because the discussion has not resulted in the parent / visitor being satisfied with the outcome, the complaint will be dealt with through the normal complaints process.
5. In the unlikely event that the unacceptable behaviour is repeated, or continues, or where there is an extreme act of violence, a parent or carer may be banned by the Executive Headteacher / Chair of Governors from the school premises for a period of time.

Procedure for banning a parent/visitor

Prior to being banned the following steps will be taken:

1. The parent / visitor will be warned in writing that s/he is banned from the premises for a period of time and the dates of the ban made clear.
2. The letter will also make clear what will happen if the ban is breached, e.g. that police involvement or an injunction may follow.

3. Where the ban is as the result of an assault on a member of staff a statement indicating that the matter has been reported to the Local Authority, the Chair of Governors and the Police will be included.
4. Where appropriate, arrangements for children to be delivered to and collected from the school gates will be clarified in the letter.
5. Following the letter being issued, the Chair of Governors will be informed of the ban.
6. Following the end of the ban, it will be reviewed by the ELT and will either be lifted, upon signed promises of future good behaviour, or will continue for a period deemed appropriate by the ELT.
7. At the end of any renewed ban, two governors will invite submissions from the parent or invite them to a meeting to discuss how the situation can best be resolved for the future.

No meeting at the school may be electronically recorded without the express permission of all parties, and that information obtained without such permission will not be admissible in any proceedings.

In this guidance, the definition in the Education Act 1996 of the word parent is somewhat extended and includes an individual who has care of the child whether or not s/he is the natural parent or has parental responsibility for the child. This includes step parents. Where an individual does not fall within this broad definition, the principles of this guidance should still be applied.

Children learn best when there is a positive partnership between home and school. Staff make every effort to work in harmony with parents/carers & family members for the benefit of pupils. However this is only possible where parents behave in accordance with our expectations.

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.

**Department of Education Guidance Controlling Access to School Premises
([Guidance](#) issued 27th November 2018)**

<https://www.gov.uk/government/publications/controlling-access-to-school-premises>

1. Who can go onto school premises?

Schools are private property. People do not have an automatic right to enter. Parents have an 'implied licence' to come on to school premises at certain times, for instance:

- for appointments
- to attend a school event
- to drop off or pick up younger children

Schools should set out their rules for this and tell parents what they are. Anyone who breaks those rules would be trespassing.

2. Barring individuals from school premises

Trespassing is a civil offence. This means that schools can ask someone to leave and take civil action in the courts if someone trespasses regularly. The school may want to write to regular trespassers to tell them that they are potentially committing an offence.

Schools can bar someone from the premises if they feel that their aggressive, abusive or insulting behaviour or language is a risk to staff or pupils. It's enough for a member of staff or a pupil to feel threatened.

The school should tell an individual that they've been barred or they intend to bar them, in writing. Letters should usually be signed by the Executive Headteacher, though in some cases the local authority, academy trust or Chair of Governors will write. The individual must be allowed to present their side. A school can either:

- bar them temporarily, until the individual has had the opportunity to formally present their side
- tell them they intend to bar them and invite them to present their side by a set deadline

After the individual's side has been heard, the school can decide whether to continue with barring them. The decision should be reviewed within a reasonable time, decided by the school.

The Department for Education (DfE) does not get involved in individual cases.

3. Removing individuals from school premises

Section 547 of the Education Act 1996 makes it a criminal offence for a person who is on school premises without legal permission to cause or permit a nuisance or disturbance. Trespassing itself does not constitute a criminal offence.

To have committed a criminal offence, an abusive individual must have been barred from the premises or have exceeded their 'implied licence', then also have caused a nuisance or disturbance.

If a school has reasonable grounds to suspect that someone has committed an offence, then they can be removed from the school by a police officer or a person authorised by the appropriate authority such as the:

- Governing board
- Local authority
- Proprietor of that school

4. Managing Persistent, Inappropriate Emails from Parents

Purpose

HPP is committed to maintaining positive, respectful relationships with all parents and carers. However, we recognise that persistent, inappropriate email communication can impact staff wellbeing and their ability to effectively support all children in our school community.

While we value open communication with parents and carers, we will not tolerate persistent, inappropriate email behaviour. This includes, but is not limited to:

- Sending excessive volumes of emails on the same issue
- Using aggressive, threatening, or abusive language
- Making unreasonable demands or requests
- Repeatedly raising issues that have already been addressed through our complaints procedure
- Sending emails that contain personal attacks on staff members

Our Response

Where persistent, inappropriate email behaviour occurs, the school will:

1. **Initial Response:** Contact the parent/carer to discuss concerns about their email communication and seek to resolve the matter constructively
2. **Formal Warning:** If the behaviour continues, issue a formal written warning explaining that the communication is unacceptable and outlining expectations for future contact
3. **Temporary Email Restrictions:** If inappropriate email behaviour persists after a formal warning, we may temporarily block the email address for a specified period as agreed by the Executive Head Teacher.
4. **Alternative Communication:** During any period of email restriction, alternative methods of communication will be provided for urgent matters relating to the child's welfare or education
5. **Review:** All restrictions will be reviewed regularly, and parents/carers will be informed of the conditions under which normal email communication can resume

Right to Appeal

Parents/carers who believe email restrictions have been applied unfairly may appeal in writing to the Executive Headteacher.