



**ST PAUL with ST LUKE**  
CHURCH OF ENGLAND PRIMARY SCHOOL  
Leopold Street, Bow, London E3 4LA

## Policy version Control 2022

# Abusive Parent and Visitors Policy

Version no	Amendments	Approval date
1		Dec 15
2	1 paragraph edited	Jan 16
3	No change	Feb 2019 <i>Bdr</i>
4	Changed school logo.	
4	No changes	March 2022 <i>BDR</i> BENJAMIN ROACH

## **Abusive parents, carers and visitors policy**

St Paul with St Luke Primary aims to make parents, carers and the wider community welcome, and believes that working with everyone concerned with the child's welfare can only bring benefit. However, there are occasions when negative views are expressed in the form of aggressive or violent language or behaviour. This is unacceptable because all staff members 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.

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 subject to a process leading to banning from the school premises. Extreme cases may lead to the police being called or informed of the incident.

Visitors and parents/carers are also obliged to act in a manner consistent with the school's Safeguarding and Child Protection and Visitors Policies, which may include a sign-in process, visitor identification, and supervision while on school grounds. All visitors will be notified of these requirements upon making themselves known to the school office

Guidance on actions and procedures:

1. If someone is becoming aggressive or abusive, try and draw them away from an area where there are children present and seek, where possible, immediate help from a member of the Senior Leadership Team (SLT) or failing this, another member of staff.
2. The SLT member 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.
3. The member of staff involved should report what has happened to the SLT and record the event on an incident form which should be given to the Headteacher.
4. The Headteacher will arrange an interview with the visitor, parent or carer responsible for the aggressive or abusive behaviour. The Headteacher should be accompanied by another member of the SLT and the meeting should be minuted and signed by both parties. The interviewed person should be informed of the likely consequences of any repetition of this behaviour, including a possible ban from the classroom or from the school premises. The outcome of the meeting will be recorded in a letter to the person concerned.
5. Should there be any repetition of the unacceptable behaviour the Headteacher may then decide to ban the person for a period of time. Decisions to ban a person from the classroom may be made by the Headteacher. Decisions to ban a parent or carer from the school premises, and the length of the ban should be ratified by the Chair of Governors and come in the form of a letter from them.
6. The person concerned 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 or carer to receive appropriate information about collection arrangements and any developments in their child's education.

7. Any banning arrangements should be reported to the next Governing Board. A decision to extend a ban beyond its initial review date should be ratified by the Governing Body.

**Templates for the letters are:**

Appendix 1 - Abusive Parent/Visitor Incident Report Form

Appendix 2 - Banning Letter



# St Paul with St Luke C of E Primary School

## Appendix 1

### Abusive Parent/Visitor Incident Report Form

Relevant incidents 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.

1. Date of incident.....
  
2. Time of incident.....
  
3. Name of member of staff reporting incident  
.....
  
4. Details of the person assaulted or abused  
.....
  
5. Name and details of person causing incident  
.....
  
6. Description of incident plus names of persons involved, location, nature of any injuries, attendance of emergency services, etc.  
.....

7. Witness or witnesses (if any); name and address

.....

8. Outcome

.....

9. Have there been any previous incidents with the same person?

.....

If yes, were Police involved.....

10. Name of police officer .....

11. Incident number.....

12. Name of person completing form.....

Signature

Date

Please return to the Headteacher as soon as possible.



## St Paul with St Luke C of E Primary School

### Appendix 2

### Banning Letter

**(Banning Letter to be sent by recorded delivery, from the Local Governing Body: to parent child/ren at the school)**

Dear .....,

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, also insert)**

Arrangements have been made for your son(s)/daughter(s) (insert child/ren's names) 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.

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.

Yours sincerely,

Chair of Governors