



# Parent and visitor conduct policy

**Primary and Secondary Academies**

November 2025

## Promoting positive behaviours

We value the positive relationships forged with our parents and visitors to our school as we recognise our collective responsibility to create a safe and welcoming environment for our entire school community.

We promote respect for all and place a high importance on good manners and positive communication; founded on mutual respect.

Sadly, there are sometimes occasions where individuals do not adhere to these values.

In cases of unacceptable behaviour, verbal abuse or harassment (be that in person or via telephone or other form of electronic communication) both on and in the immediate boundary of our premises, the head teacher (or deputy head teacher in their absence) or the Trust's chief Executive Officer will make a judgement as to the appropriate level of action required.

In most instances the situation can be resolved through mediation or discussion without the need for further action but unfortunately there may be occasions where this is not possible.

On occasions where a parent / visitor is unwilling to modify their behaviour or where we consider the behaviour significantly severe we may restrict or limit their communication with us or, as far as common law allows, consider no alternative than to bar individuals from our premises.

## Examples of behaviour that will not be tolerated

These include but are not limited to: -

- acts or threats of physical violence
- speaking or shouting using an aggressive tone, threatening language or swearing toward staff, pupils or other parents
- sending abusive messages to another member of the school community (for example via text, email or social media)
- spitting
- using language or actions which breach our commitment to equality and diversity (for example, racist, sexist, LGBTQ-phobic)
- damaging of school property
- smoking, vaping or consuming drugs or alcohol whilst on school property
- bringing animals onto school premises without permission (other than assistance dogs)

## Addressing poor behaviour

Depending on the nature and specifics of the incident, the head teacher may: -

- issue a verbal or written warning
- arrange a meeting with a senior member of staff or the head teacher
- bar a parent (or individual) from the school site (further explained in the sections below)
- contact the police or appropriate authority (in the case of what is considered criminal behaviour)

The final decision for how to respond to poor behaviour rests with the head teacher.

Should the need arise, we will follow the Department for Education's guidance entitled '*Controlling access to school premises*'.

[www.gov.uk/government/publications/controlling-access-to-school-premises](http://www.gov.uk/government/publications/controlling-access-to-school-premises)

## Barring someone from school premises

Schools are private property and whilst there is an 'implied licence' for persons to come on to school premises at certain times (e.g. to attend a school event or drop off / collect younger children) a head teacher may suspend that licence and bar someone from the 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.

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.

Depending on the severity of the situation and if informal measures are first deemed appropriate, the school will either: -

- tell the person they intend to bar them and invite them to present their side of events by a set deadline before the final decision is made
- bar them immediately for temporary period until the individual has had the opportunity to formally present their side

After the barred individual's side has been heard the school can decide if the barring should go ahead or continue and for how long. Long-term barring will be regularly reviewed.

Where a barred individual is responsible for accompanying a pupil to / from an academy or other routine events are affected (e.g. parents evening or meeting appointments), specific arrangements will be made to facilitate these. The arrangements will be clearly communicated to all parties.

## **Removing someone from school premises**

As per [Section 547 of the Education Act 1996](#) it is a criminal offence for a person who is on school premises without legal permission to cause or permit a nuisance or disturbance.

An abusive individual who has been barred from the premises or has exceeded what is reasonable considered to be their 'implied licence', and has have caused a nuisance or disturbance will have committed a criminal offence

If a school has reasonable grounds to suspect that someone has committed an offence, then they can be removed from the school.

## **Restricting contact**

Should someone choose or continue to engage with the school and its staff in an abusive manner then, in line with Section 5 of the [Parents' complaint policy and procedure](#) (available on our website) we may take steps to limit or in some way ration contact.