Christ Church CE Primary School and Early Years Unit Unacceptable Parent Behaviour Policy 2025

Christ Church CE Primary School is a Christian community founded on the core values of Friendship, Thankfulness, Peace, Trust, Forgiveness, Compassion and Hope

The overriding principle of this policy is that positive relationships are key to an effective school and that all members of the school community have the right to work or be in school without fear of aggression or abuse from parents or other visitors.

This policy has been written taking into account the DfE Guidance 'Advice on school security: Access to, and barring individuals from school premises' December 2012 as well as NAHT guidance on dealing with abusive parents. The board of governors will uphold its requirement to protect staff and students from abuse or aggression.

At Christ Church, we promote and value positive relationships with parents and visitors to the school. We encourage close links with parents and the community and believe that pupils benefit when the relationship between home and school is a positive one. We strive to make our school a place where adults model the behaviour we teach and expect. We place a great importance on good manners, positive communication and mutual respect.

Almost all parents, carers and visitors to Christ Church are keen to work with us and are supportive of the school. However, on very rare occasions the behaviour of a small number of parents falls short of what we expect. This sometimes manifests itself in aggression or abuse towards members of the school community. In these situations, we expect members of staff to behave professionally, attempting to defuse the situation where possible and seeking the involvement as appropriate of other colleagues. However, if staff feel threatened or intimidated in any way they have licence to end any conversation (face to face or on the telephone). In such cases staff must then refer the incident to a senior manager who will take appropriate action in line with this policy.

Any action taken against the parent will be reasonable and proportionate and the progress and well-being of the parent's child(ren) will be fully considered. The parent will have the opportunity to put their views forward at every stage. In the case of the imposition of conditions or a ban from school, robust review processes involving the Chair of Governors and then the governing body are in place to ensure fairness.

Definition of unacceptable behaviour

We consider that aggressive, abusive or insulting behaviour or language from a parent or carer presents a risk to staff and pupils. Unacceptable behaviour is such that makes a member of staff or student feel anxious or threatened. This can be through face-to-face contact, on the telephone or in written communication (including social media). The following is not an exhaustive list but seeks to provide illustrations of such behaviour:

- Any kind of insult as an attempt to demean, embarrass or undermine
- Any kind of threat.
- Raising of voice so as to be intimidating.
- Physical intimidation, eg by standing very close to him/her or the use of aggressive hand gestures.
- Use of foul language.
- Any kind of physical abuse.
- Allegations which turn out to be vexatious or malicious.

The school's approach to dealing with incidents

If a parent/carer/visitor behaves in an unacceptable way towards a member of the school community, the Headteacher or appropriate senior staff, will assess the level of risk before deciding on a future course of action. The course of action will be reasonable and commensurate with the assessed level of risk.

Risk Assessment
The Headteacher will carry out a risk assessment in order to help make a decision about the level of response needed. In all cases the response will be reasonable and proportionate. The Headteacher will consider the following questions:

- What form did the abuse take? What evidence is there?
- What do witnesses say happened?
- Are there previous incidents to take into consideration?
- Do members of staff/students feel intimidated by the parent's behaviour?
- Is there any evidence of provocation?
- How high is the assessed risk that this will be repeated or there will be retaliation at the school's action? (low, medium, high).

Recording of Incidents

Staff/students subject to abuse and witnesses will make written statements about incident(s) which will be kept on CPOMs along with any subsequent correspondence.

The School's response

Following the completion of the risk assessment, the Headteacher will decide the level of action to be taken. Actions may include the following:

1. Clarify to the parent what is considered acceptable behaviour by the school

In some instances, it may be appropriate simply to ensure the parent is clear about behaviour standards expected by the school. This could be explained by letter from the Headteacher. This letter may contain a warning about further action if there are further incidents. If the parent wishes they can respond in writing and a meeting may be held to discuss the situation and how this can be avoided in future.

2. Invite the parent to an informal meeting to discuss events

This could be helpful to discuss and diffuse the situation. The safety and well-being of those attending such a meeting must be carefully considered. Members of school staff will always be accompanied by at least one other colleague at any such meeting. The main points of discussion and any agreed actions should be noted, and a follow-up letter or e-mail sent to confirm the school's expectations and any agreed actions.

3. Impose conditions on the parent's contact with the school and its staff

Although fulfilling a public function, schools are private places. The public has no automatic right of entry. Parents of enrolled students have an 'implied licence' to come onto school premises at certain stated times. It is for schools to define and set out the extent of such access. Parents exceeding this would be trespassing. Depending of the type, level or frequency of the unacceptable behaviour, the school may consider imposing conditions on the parent's contact with the school. These conditions may include (but not exclusively):

- Being accompanied to any meeting with a member of school staff by a member of SLT
- Restricting contact by telephone to named members of the senior leadership team
- Restricting written communications to named members of the senior leadership team
- Restricting attendance at school events to those where the parent will be accompanied by a member of the senior leadership of the school
- Any other restriction as deemed reasonable and proportionate by the Headteacher.

4. Imposing a ban

Where other procedures have been exhausted and aggression or intimidation continues OR where the behaviour of the parent is extremely abusive or intimidating or where there is a threat or an act of violence then the school may consider banning

the individual from school premises. This may include banning a parent from accessing school staff by written communication or telephone. In these circumstances, the individual would be advised in writing by the Headteacher that a provisional ban is being imposed. The parent would then be given 10 working days from the date of that letter to make representations about the ban in writing to Governors. Governors would then decide whether to confirm or remove the ban. This would be communicated to the parent in writing within 10 working days of the receipt of their letter. If the Chair's decision is to confirm the ban, parents in these circumstances will be offered an annual meeting about their child's progress, usually with a member of senior staff.

5. Review Process

If contact conditions or a ban are imposed the parent will be informed by letter from the Headteacher detailing the conditions/ban that are being imposed. The parent would then be given 10 working days from the date of that letter to make representations in writing about the conditions to the board of Governors. Governors would then decide whether to confirm or remove the conditions. This would be communicated to the parent in writing within 10 working days of the date of the parent's letter.

If the decision is to confirm the conditions imposed, this decision will be reviewed by the governing body after approximately six months (and every six months after that, if appropriate). The parent will be invited to make written representation to the governors. This and the evidence from the Headteacher will be considered at a meeting of the full governing body. Governors may decide to maintain, extend or remove the conditions. The decision of the review will be communicated to the parent by the clerk to the governors within 10 days of the date of the meeting. When deciding whether it will be necessary to maintain, extend or remove the conditions or ban, governors will give consideration to the extent of the parent's compliance with the conditions, any appropriate expressions of regret and assurance of future good conduct received from him/her and any evidence of the parent's co-operation with the school in other respects.

5. Removal from school

Parents who have been banned from the school premises and continue to cause a nuisance will be deemed to have committed a section 547 offence. They will be considered as trespassers. In these circumstances the offender may be removed from school. This may be carried out by a police officer of person authorised by the governing body. Legal proceedings may be brought against the parent.

6. Complaints policy

Any parental complaint that arises from incidents of abusive behaviour will be dealt with under the complaints policy

Policy review January 2026