St. Luke's

Abusive Parents, Carers and Visitors' Policy

Agreed by the Governing Board: September 2026

Next review: September 2027

Abusive parents, carers and visitors' policy

In line with our motto: 'Hearts overflowing with truth and love' we will make parents, carers and the wider community welcome, and we believe 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. A school-home agreement is provided to parents at the start of each year, and by sending their child to St. Luke's they sign to say they agree and will uphold their end of the school-home agreement.

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
- Raising your voice when speaking to any staff member
- 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.

Unacceptable behaviour may result in the Police being informed of the incident.

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 banned from the school premises.

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

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 immediate help from another member of staff.
2. The member of staff should report what has happened to a member of the Senior Leadership Team (SLT) and record the event on the Incident form which should then be given to the Headteacher.
3. A member of the SLT should try and resolve the situation through discussion and mediation.
4. 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; this may lead to prosecution.
5. The Headteacher may then decide to ban the person for a period of time.
6. They 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/carer to receive appropriate information about their child's education (correspondence templates below).
7. The Chair of the Governing Body should be informed.

St Luke's Church of England Primary School – Home/School Agreement

The parents/guardians

I/we shall endeavour to:

- See that my child attends school regularly, on time and properly equipped.
- Inform the school as soon as possible on the first day of my child's absence
- Keep the school informed of any concerns or problems which may affect my child's work or behaviour
- Support my child in homework and other opportunities for home learning
- Get to know about my child's life in school by attending Parent's Evenings
- To discuss progress, reading weekly newsletters and endeavouring to support school events
- Support the school policy for behaviour and encourage my child to keep to the school's Code of Conduct and School Rules
- Support the school's policy on uniform
- Behave appropriately on site and respect staff, students and other parents.
- Never act disrespectfully towards staff, students and other parents. This will lead to formal warnings and potential site bans.
- Ensure that our child is taught to take accountability for their actions.

The school

The school will endeavour to:

- care for your child's safety and happiness
- provide a balanced curriculum whilst meeting the needs of your individual child
- keep parents informed as to their child's progress and any concerns about behaviour, work or attendance
- hold regular Parent's Evenings and provide an annual written report
- set and mark homework
- be open and welcoming and offer opportunities for parents to become involved in the daily life of school

The child

The child will endeavour to:

- Follow the school's key values and principles
- Respect other children's culture, race, feelings, beliefs and values.
- Accept responsibility for the things that I do.
- Be responsible for my school and homework.
- Ask for help if I need it and try my best in all that I do.
- Ensure that I take home all school letters.
- Take good care of the building, equipment and school grounds.
- Behave in a safe way.

Signed: _____

Parent of: _____

Signed: _____ Head Teacher

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 Police were 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.

Warning letter to be sent by recorded delivery, from the Headteacher: to parent/carer with child/ren at the school

Dear ……,
I have received a report about your conduct at the school 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.

Therefore if, in the future, I receive any more reports of conduct of this nature I will be forced to consider removing your permission to enter the school grounds and buildings. Under section 547 of the Education Act 1996, I am able to have you removed from the school and you could be liable for prosecution.

Nevertheless, I wish to give you an opportunity to give me in writing any comments or observations of your own in relation to the report which I have received about your conduct. 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,

Headteacher

Banning Letter to be sent by recorded delivery, from the 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.

However, before confirming my decision, 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.

To enable me to take a decision on this matter at an early point, you are asked to send me any written comments you wish to make by **(state date ten working days from the date of letter).**

If on receipt of your comments I consider that my decision should be confirmed, or extended, you will be supplied with details of how to pursue a review of the circumstances of your case.

In any event, the decision to withdraw your licence to enter the school premises will be reviewed by ……. **(complete as appropriate)**. That review will take account of any representations that you may have made and of your subsequent conduct.

Yours sincerely,

Chair of the Governing Body

Banning Letter, from the governing body: to a member of the public

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 you are not to reappear on the premises of the school. 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, you are liable to a fine of up to £500.

Yours sincerely,

Chair of the Governing Body

Letter updating a banning letter, from the Governing Body, confirming ban: to parent/carer with child/ren at the school

Dear ……..,

On **(give date)** I wrote to you informing you that on the advice of the Headteacher, I had withdrawn permission for you to come onto the premises of **(insert name)** School until …… (insert date). To enable the governing body **(delete as appropriate)** to determine whether to confirm this decision, or to impose it for a longer period, I gave you the opportunity to give your written comments on the incident concerned by **(give date).**

I have not received a written response from you / I have now received a letter from you dated …… **(insert the date),** the contents of which I have noted. **(delete either sentence as appropriate)**

In the circumstances, and after further consideration of the Headteacher's report, I have determined that the decision to withdraw permission for you to come onto school premises should be confirmed/extended. **(delete as appropriate)**

I am therefore instructing that until …… **(insert date)** you are not to come onto the premises of the school without the prior knowledge and approval of the Headteacher. 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, you are liable to a fine of up to £500.

Notwithstanding this decision, the Headteacher and staff at **(insert name)** School remain committed to the education of your child/children **(delete as appropriate),** who must continue to attend school as normal under the arrangements set out in my previous letter.

The governing body will take steps to review the continuance of this decision by **(give date).** When deciding whether it is necessary to extend the withdrawal of permission to come onto the school's premises, the governing body will take into account the extent of your compliance with the decision, any appropriate expressions of regret and assurances of future good conduct received from yourself, and any evidence of your co-operation with the school in other respects.

(Include where the incident has arisen within the context of a parental complaint against the school:)
Finally, I would advise you that I have asked the Headteacher to ensure that your complaint **(give brief details)** is considered under the appropriate school procedure. You will be contacted about this by the school in due course.

Yours sincerely,

Chair of the Governing Body

Letter, from the governing body, following formal review of a banning letter, extending ban: to parent/carer with child/ren at the school

Dear ……..,

I wrote to you on …… **(insert date)** withdrawing permission for you to come onto the premises of **(insert name)** School until …… **(insert date).** In that letter I also advised you that I would take steps to review this decision by …… **(insert date).**

I have now completed the review. However, after consultation with the Headteacher, I have determined that it is not yet appropriate for me to withdraw my decision. **(Give a brief summary of reasons)**

I therefore advise that the instruction that you are not to come onto the premises of **(insert name)** School without the prior knowledge and approval of the Headteacher remains in place until …… **(insert date).**

I shall undertake a further review of this decision on …… **(insert date).**

(Insert if the letter is from the governing body) If you are dissatisfied with this decision, you have a right to request a review of the decision by the governing body.

Yours sincerely,

Chair of Governing Body

Letter, from the governing body, following formal review of a banning letter, ending ban: to parent/carer with child/ren at the school

Dear ……..,

I wrote to you on …… **(insert date)** informing you that I had withdrawn permission for you to come onto the premises of **(insert name)** School until …… **(insert date).** In that letter I also advised you that I would take steps to review this decision by …… **(insert date)**.

I have now completed the review. After consultation with the Headteacher, I have decided that it is now appropriate to change that decision and I am therefore restoring to you the permission to come onto the school premises, with immediate effect.

I trust that you can now be relied upon to act in full co-operation with the school and that there will be no further difficulties of the kind which made it necessary for me to prevent you entering the premises.

I should point out that if there is any repetition of your behaviour, I shall not hesitate to withdraw permission for you to come onto the premises once more.

Yours sincerely,

Chair of Governing Body