



The White Hills Park Trust
Better Together

Unacceptable Behaviour Policy

Version control

Scope:	Applicable to all Trust Schools
Review date:	May 2026
Statutory or non-statutory:	Non-Statutory
Author/Reviewer:	James Macdonald, Chief Operating Officer

Introduction

This policy applies to all Trust schools/academies.

Equalities

The Trust and its member schools/academies recognise their legal responsibilities under the Equality Act 2010 and this policy aims to ensure that all employees are treated with equality and fairness regardless of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race (including colour, nationality and ethnic or national origin), religion or belief, sex and sexual orientation.

Version Control

Version	Author	Date	Changes
0.1	James Macdonald	May 2025	Version 1

The White Hills Park Trust is proud that its schools are all places where children, their parents/carers and our staff are entitled to feel safe and free from harm or abuse. Relationships between staff and parents/carers should demonstrate mutual respect and reflect the shared responsibility for pupils' wellbeing.

In most cases, pupils, parents, carers, and visitors to our school demonstrate positive behaviour. However, on rare occasions, individuals behave in a way which is unacceptable and causes physical and/or causes stress or anxiety for school staff. This can include aggressive behaviour, verbal or physical abuse, or harassment towards members of staff or members of the wider school community.

It also includes an unacceptable level of communication by email or other written methods, such as frequency of requests or volume of communications. Social media campaigns and comments can also be taken into account, defamatory comments will be recorded and can be used as evidence if necessary.

Personal conduct that may be considered unacceptable behaviour can include:

- shouting at members of the school staff, either in person or over the telephone
- making false and damaging allegations – in person or online
- unreasonably taking up and wasting staff time
- social media image and video manipulation of staff or pupils
- physically intimidating a member of staff, e.g., standing very close to them/invading their personal space to intimidate, pointing in their face, hitting doors/furniture etc
- the use of aggressive hand gestures
- threatening behaviour
- swearing/name calling
- pushing and physical contact
- Spitting
- breaching the school's security procedures, such as entering the site without permission.

This is not an exhaustive list.

Personal conduct that may be considered vexatious and unreasonable may include:

- Making groundless complaints
- Making an excessive number of contacts over a short period of time
- Insisting on immediate responses
- Using abusive or offensive language
- Personal attacks on staff – including use of social media
- Using threats of legal action/threats of reporting to Ofsted/external agencies in order to control or intimidate staff
- Reopening issues that have already been responded to/dealt with
- Exhibiting unacceptable behaviours detailed in the list above

This is not an exhaustive list - and the impact on others will be considered.

Unacceptable conduct towards school staff or other members of the school community will not be tolerated.

If such behaviour originates from a pupil on-roll in the school, this will be read alongside the school Behaviour Policy, and any such actions will be reviewed in line with the sanctions within that and the Suspension and Exclusion Policy.

If the behavior originates from any individual who is not a member of staff or pupil at the school, then the school will consider what actions may be necessary to protect and support staff. This may include liaison with/reporting to the Police if felt necessary.

If a parent/carer behaves in an aggressive, harassing or otherwise abusive manner towards a member of the school community, the Headteacher or a member of the Senior Leadership Team will initially seek to resolve the situation through discussion and mediation. If the parent/carer wishes to do so, and if the complaint is within scope of the complaint's procedures, the school's complaints procedure may also be implemented.

Where all procedures have been exhausted, and aggression or intimidation continues, or where there is an act of violence or aggression, a parent or carer may be banned by the Headteacher from the school premises for a period of time, subject to review.

In imposing a ban, the following steps will be taken:

1. the parent/carer will be informed, in writing, that she/he is banned from the premises, subject to review, and what will happen if the ban is breached, e.g., that police involvement or an injunction application may follow
2. where an assault or behaviour incident has led to a ban, a statement indicating whether the matter has been reported to the local authority and the police will be included
3. the chair of the Local Governing body will be informed of the ban
4. where appropriate, arrangements for pupils being delivered to, and collected from the school gate will be clarified

Should a parent/carer attend school grounds while a ban is in place, the school may call the police to remove the person under s547 of the Education Act 1996.

It will be open to the staff members, the school and the Trust to consider other options that may be available. This can include contacting the police to report potential criminal activity. There will also be consideration of civil proceedings and action to address concerns of harassment/ stalking.

The Trust reserves the right to review decisions made within the scope of this Policy by a subcommittee of suitable governors and/or Trustees.

This policy will be reviewed every 12 months but may be revised, as necessary.

Appendix 1

School Communication Charter

Good communication is vital to ensure effective, productive relationships between our school and our pupils, their parents and carers are maintained. This is also essential for the wellbeing of all parties.

This charter sets out how communication will be managed to make sure that good communication is achieved.

In addition to parents' evenings and other school events, there may be occasions when parents or carers wish to communicate with the school directly with questions or information related to their child.

To make sure that this is effective these principles will be applied.

If an emergency situation arises, it is important that parents/carers contact the school as soon as possible and explain what has or is happening.

Our commitment as a school

We will:

- ensure that there is regular, proactive communication about your child's achievement and wellbeing
- respond to emails, phone calls or requests for meetings usually within three working days
- if there is an urgent matter, the school receptionist will ask an appropriate member of staff to deal with the issue as soon as possible
- display polite, professional conduct at all times

Our expectations of parents and carers

You will:

- ensure that any communication with the school is polite and respectful
- make use of information channels in place, such as the school website, for keeping up to date with routine information
- give an outline of what the issue is, to make sure the query is directed to the right person
- use the school mailbox or main reception telephone number as first point of contact (the school will forward your request to the appropriate staff member)
- ensure your emails are brief and clear
- refrain from sending multiple emails regarding the same query
- limit the number of people you send an email about a query

- understand that a teacher or member of staff may be unable to respond on the same day on which a query is made and that a response within three working days is acceptable.
- understand that teachers or other school staff will not respond outside of school hours, i.e., evenings or weekends

If there is an in-person meeting, everyone must show mutual respect. The meeting will focus on resolving the issues that are relevant to that family or pupil.

No offensive language, insults or personal attacks on school staff will be tolerated. If any such incidents occur, the meeting or call can be terminated with immediate effect.

A parent, carer or pupil may not record a meeting or conversation with a member of school staff on an electronic device.

The constraints on school resources make it essential that parents and carers use authorised school procedures in order to avoid diverting time and attention that must be invested directly in pupils' learning and wellbeing.

Please note that unreasonable, excessive, abusive, or offensive communication is unacceptable, and the school reserves the right to address any such problems as they feel are appropriate. This can include restricting correspondence to a specified email address, using a single person as a point of contact or using hard copy post and/or by placing restrictions on phone calls. Parents and carers have an implied license to enter a school site, in cases where behaviour is inappropriate, threatening, or argumentative, this license can be revoked.

If a response has been given to a query, unless matters change, further responses will not be sent.

Our aim is to ensure that all communications and discussions about pupils and their families are positive and move matters forward in a mutually respectful manner.

Appendix 2

Incidents of unacceptable conduct or threatening/violent behaviour may be documented by staff on an incident report form. The template of this form is below.

Incident report form	
Recording date	
Recording time	
Witness name School job title (if applicable)	
Date of incident	
Time of incident	
Name of individual(s)	
Incident location	
Incident details	
Outcome/planned action	

Appendix 3

Where appropriate, a risk assessment may also be undertaken in order to identify and assess any potential risk to staff or the wider school community members and to determine and implement an appropriate course of action.

[Risk assessment form](#)