



The
MAST
 Academy Trust

Policy	Behaviour of Parents (including Carers) and Visitors	
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Approvers	Position
Staffing Committee	Trust Board
Reviewers	Position
Natasha Greenough	CEO The MAST
Dorcas Atkinson	Trustee

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1. Introduction

This policy has been written taking into account the DfE Guidance [‘Advice on school security: Access to, and barring individuals from school premises’](#) November 2028.

The Board of Trustees of The Mast Academy Trust actively encourages close links with parents and the community. It believes that students benefit when the relationship between home and school is a positive one.

The vast majority of parents, carers and others visiting our school are keen to work with us and are supportive of the school. From time to time, it is necessary for parents and the school to deal with problems relating to particular pupils. It is important that discussions between parents and staff be conducted in a calm and respectful manner. In the vast majority of such situations this is what happens, but on rare occasions, aggression and verbal and or physical abuse is directed towards members of school staff or members of the wider school community.

The Board of Trustees expects and requires its members of staff to behave professionally in these difficult situations and attempt to defuse the situation where possible, seeking the involvement as appropriate of other colleagues. However, all members of staff have the right to work without fear of violence and abuse, and the right, in an extreme case, of appropriate self-defence.

Violence, threatening behaviour and abuse against school staff or other members of the school community, including other parents and pupils, will not be tolerated. All members of the school community have a right to expect that their school is a safe place in which to work and learn. There is no place for violence, threatening behaviour or abuse in our schools.

We expect parents and other visitors to behave in a reasonable way towards members of school staff and the wider school community at all times. This policy outlines the steps that will be taken where behaviour is unacceptable.

2. Definition of unacceptable behaviour

We consider that aggressive, abusive or insulting behaviour or language from any parent, carer or visitor presents a risk to staff or students. Unacceptable behaviour is such that makes a member of staff or pupil feel 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, e.g. by standing very close to him/her or the use of aggressive hand gestures
- use of foul or abusive language
- any kind of physical abuse

- allegations which turn out to be vexatious or malicious.

This is not an exhaustive list but seeks to provide illustrations of such behaviour. Whilst the use of such behaviour is unacceptable in all circumstances, the school is particularly concerned to protect its students and staff from being exposed to such behaviour (whether or not directed at them).

3. The Trust's and school's approach to dealing with incidents

We are clear that, if exposed to inappropriate behaviours, staff have the right to take appropriate action to protect themselves.

In the case of a phone call, staff should:

1. Ask the caller to speak in a respectful way
2. Warn the caller that if they cannot speak in a respectful way, the call will be terminated.
3. Terminate the call.

In all cases, the incident should be recorded and reported to the Headteacher who will make a decision on the next steps to take.

In the case of a visitor:

1. Ask the visitor to speak in a respectful and calm way
2. Send for the assistance of a senior member of staff
3. Warn the visitor that if they cannot speak in a respectful way, they will be asked to leave
4. Ask the visitor to leave and ensure they leave site.
5. If the visitor refuses to leave, notify them that the school will need to contact the police.

If at any point in time, a colleague fears for the safety of themselves or anyone in the school community, they should call the police on 999.

In all cases, the incident should be recorded and reported to the Headteacher who 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.

Appropriate training for staff will be provided on dealing with and responding to aggressive behaviour.

4. Risk Assessment

The Headteacher will carry out a risk assessment in order to help make a decision about the level of response. 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).

5. Recording of Incidents

Staff/students subject to abuse and witnesses will make written statements about incident(s), using the template in appendix A, that will be kept in a file with subsequent letters. This is be Stage 1 of recording the incident.

6. The school's response

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

6.1. Stage 2: Clarify to the parent/carer/visitor 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 (appendix B: model letter 1). The parent will be invited to write to the Headteacher with his/her version of events within 10 school days. Depending on the response, a meeting may then be held to discuss the situation and how this can be avoided in future.

6.2. Stage 2: Invite the parent/carer/visitor 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. Consideration should be given to the seating arrangements, and care taken to ensure exits cannot be blocked by a parent/carer/visitor who could potentially become aggressive.

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.

6.3. Stage 3: Impose conditions on the parent/carer/visitor'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 are 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.

In this case, the parent/carer/visitor will be informed by letter from the Headteacher (appendix B: model letter 2) the details of the conditions that are being imposed. The parent would then be given 10 school days from the date of that letter to make representations in writing about the conditions to the Chair of Governors. The Chair of Governors would then decide whether to confirm or remove the conditions. This would be communicated to the parent/carer/visitor in writing within 10 school days of the date of the parent/carer/visitor's letter (appendix B: model letter 3).

If the decision is to confirm the conditions imposed, this decision will be reviewed by the Board of Governors after approximately six months (and every six months after that, if appropriate). The parent/carer/visitor 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/carer/visitor within 10 school days of the date of the meeting. (appendix B: model letter 6)

When deciding whether it will be necessary to maintain, extend or remove the conditions, Governors will give consideration to the extent of the parent/carer/visitor'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/carer/visitor's co-operation with the school in other respects. (appendix B: model letter 7)

6.4. Stage 4: Imposing a ban

Where other procedures have been exhausted and aggression or intimidation continues OR where there is an extreme act of violence then the school may consider banning the individual from school premises. This will include banning a parent/carer/visitor 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 (appendix B: model letter 4). The parent/carer/visitor would then be given 10 school days from the date of that letter to make representations about the ban in writing to the Chair of Governors.

The Chair of Governors would then decide whether to confirm or remove the ban (appendix B: model letter 5). This would be communicated to the parent in writing within 10 school 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.

A decision to impose a ban will be reviewed by the Board of Governors after approximately six months (and every six months after that, if appropriate). The parent/carer/visitor 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 remove the ban, extend the ban or impose conditions on parent's access to the school. The decision of the review will be communicated to the parent within 10 school days of the date of the meeting. (appendix B: model letter 6)

In deciding whether to remove or extend the ban or impose conditions, Governors will give consideration to the extent of the parent's compliance with the ban, 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. (appendix B: model letter 7)

6.5. Removal from school

Parents/carers/visitors 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 or person authorised by the Chair of Governors. Legal proceedings may be brought against the parent/carer/visitor.

6.6. Summary of timescales

Stage	Action	Document	Review timescale	Recorded retained
1	Record of Instance	Appendix A		12 months from dated record*
2	Warning	Model letter 1	Six months	12 months from dated letter*
3	Imposing conditions	Model letter 2, 3, 6 and 7	Six months	12 months from dated letter*
4	Imposing a ban	Model letter 4, 5, 6 and 7	Six months	12 months from dated letter*

* All records/letters will be retained (beyond the record retained timescales indicated), as a record trail, if the incidents continue and escalate through the stages.

All records will be destroyed once the associated pupil has left the school.

7. Complaints policy

Any parental complaint that arises from incidents of aggressive behaviour will be dealt with under the complaints policy ([available on the trust website](#)).

Appendix A: Template for recording instances

Your Name	
Date of incident	
Location of incident (including if on phone of email)	
Witnesses to the incident	
Please describe what happened	
Date passed to line manager/Headteacher	
HT: Please note to outcome	

Appendix B: Model Letters

Warning

Model letter 1: This is an initial letter from the Headteacher to ensure the parent/carer/visitor is clear about behaviour standards expected by the school. This letter contains a warning about further action if there are other incidents. The letter invites a written response and suggests a meeting.

Imposing conditions on the parent's attendance at school events

Model letter 2: This is a letter from the Headteacher informing parents/carers/visitors of the school's decision to impose conditions on their attendance at school events, pending review by the Chair of Governors

Model letter 3: Letter from the Chair of Governors informing parent/carer/visitor of the decision to confirm or remove the conditions.

Imposing a ban

Model letter 4: Letter from Headteacher informing parents/carers/visitors of the school's intention to impose a ban on their attendance at school premises, pending review by the Chair of Governors.

Model letter 5: Letter from the Chair of Governors informing parent/carer/visitor of their decision to confirm or remove ban.

Reviewing the decision to impose conditions or impose a ban

Model Letter 6: Letter from clerk to Governors requesting statement from parent/carer/visitor to Board of Governors for review of decision.

Model letter 7: Letter from clerk to the Governors to confirm the outcome of further reviews of decisions where the imposition of conditions/ban has been extended or removed.

Model Letter 1 Warning (sent by Headteacher)

Recorded delivery

Dear

I have received a report about your conduct at the school on (enter date and time or details). This appears to fall far short of that we would expect of a parent/carer/visitor of a pupil at (school). (Add factual summary of the incident and of its effect on staff, pupils, and other parents.)

I must inform you that the Mast Academy Trust Board of Trustees and our school Governors will not tolerate aggression towards members of the school community and will act to protect its staff and students from any form of abuse or intimidation. I should warn you that any future conduct of this nature could result in the school imposing conditions restricting your access to the school or banning you from contacting or attending the school altogether.

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. Please do so within 10 working days of the date of this letter. These comments may include any assurances you are prepared to give about your future good conduct. There is then an option for us to meet to discuss the situation and how it can be avoided in the future.

Details of our policy on dealing with abusive parents can be found on our website.

Yours sincerely

Head Teacher

cc: Chair of Governors

Model Letter: 2 Imposing conditions on the parent/carer/visitor's attendance at school events, pending review (sent by Headteacher)

Recorded delivery

Dear

I have received a report from the (name of staff) about your conduct on at

(add summary of incident and its effect on staff and pupils)

You will recollect that I have already written to you about a previous incident on (date) warning you of the consequence of any further insulting or aggressive behaviour on your part.

I must inform you that the Trustees and Governors, in line with our policy, will not tolerate conduct of this nature on the school premises and will act to defend school staff and pupils. I am therefore writing to inform you that I am imposing conditions on the contact you may have with school. These are as follows: (delete as appropriate)

- You must be accompanied to any meeting with a member of school staff
- You may not contact by telephone or in writing any member of staff. You may contact either myself or (detail other leaders).
- You may not attend any events for parents except those where you will be accompanied by a member of the senior leadership of the school.
- Other as are reasonable and proportionate

The restrictions above are provisional until they have been reviewed by the Chair of Governors. Please consider them to be in force until you receive her confirmation.

The Chair of Governors will need to decide whether it is appropriate to confirm or overturn this decision. You may, if you wish, send her in writing any comments or observations of your own within 10 school days of the date of this letter. These comments may be to challenge or explain the facts of the incident, to express regret and give assurances about your future good conduct. They will then write to you with the outcome of their decision. If on receipt of your comments, the Chair of Governors considers that my decision should be confirmed, you will be supplied with details of how the conditions will be reviewed by the Local Governing Body.

Yours sincerely

Headteacher

cc: Chair of Governors

Model Letter 3: Letter to confirm or overturn Headteacher’s decision to impose conditions (sent by chair of Governors)

Recorded delivery

Dear

Xxxxxx wrote to you on (date) to detail concerns about an incident when your behaviour towards (name) fell short of what we would expect as a school. You will be aware that he/she has written to you previously about your behaviour towards staff. I have not received a written response from you/I have received a letter from you dated, the contents of which I have considered carefully.

In the circumstances, and after further consideration of the Headteacher’s report and your letter, I have determined that the decision to impose conditions on your contact with school should be confirmed. The conditions are as follows:

- (Copy conditions from HT’s letter)

This decision will be reviewed by the Governing Body in approximately six months’ time. The Clerk to the Governors will write to you in advance of the meeting to ask you to provide a written statement for their consideration. When deciding whether it will be necessary to extend the application of conditions to attend school premises, consideration will be given to the extent of your compliance with the decision, any appropriate expressions of regret and assurance of future good conduct received from you; and any evidence of your co-operation with the school in other respects.

OR

In the circumstances, and after further consideration of the Headteacher’s report and your letter, I have determined that the decision to impose conditions on you should be overturned. You may hence attend school events as normal. However, should there be a repeat of inappropriate behaviour towards staff all of the above sanctions may be applied.

Yours sincerely
Chair of Governors
cc: Headteacher

Model Letter 4: Imposition of a ban on contacting or attending the school, pending review (sent by Headteacher)

Recorded delivery

Dear

I have received a report from the (name of staff) about your conduct on at

(add summary of incident and its effect on staff and pupils)

You will recollect that I have already written to you about a previous incident on (date) warning you of the consequence of any further insulting or aggressive behaviour on your part.

I must inform you that the Trustees and Governors, in line with our policy, will not tolerate conduct of this nature on the school premises and will act to defend school staff and pupils. I am therefore writing to inform you that I am recommending imposing a ban on you attending or contacting the school. This means you may not attend school for any reason whatsoever. You must not make contact with any member of staff by telephone or e-mail. You do however, have the right to attend one meeting per year to discuss your child's progress. This meeting will be with me. I will contact you to arrange this at the time of the next (pupil review day).

The restrictions above are provisional until they have been reviewed by the Chair of Governors. Please consider them to be in force until you receive her confirmation. The Chair of Governors, will need to decide whether it is appropriate to confirm or overturn this decision. Please send him/her, in writing, any comments or observations of your own within 10 school days of the date of this letter. These comments may be to challenge or explain the facts of the incident, to express regret and give assurances about your future good conduct.

If on receipt of your comments, the Chair of Governors considers that my decision should be confirmed, you will be supplied with details of how this ban will be reviewed by the Governing Body.

Yours sincerely

Headteacher

cc: Chair of Governors

**Model Letter 5: Letter to confirm or overturn Headteacher's decision to impose a ban
(sent by chair of Governors)**

Recorded delivery

Dear

(name), headteacher, wrote to you on (date) to detail concerns about an incident when your behaviour towards (name) fell far short of what we would expect as a school. You will be aware that he/she has written to you previously about your behaviour towards staff. I have not received a written response from you/I have received a letter from you dated, the contents of which I have considered carefully.

In the circumstances, and after further consideration of the Headteacher's report and your letter, I have determined that the decision to impose a ban on you should be confirmed. This means you may not attend school for any reason whatsoever. You must not make contact with any member of staff by telephone or e-mail. You do, however, have the right to attend one meeting per year to discuss your child's progress. This meeting will be with (name) or a member of the senior team.

This decision will be reviewed in six months' time by the Governing Body. The Clerk to the Governors will write to you in advance of the meeting of the Governing Body to ask you to provide a written statement for their consideration. When deciding whether it will be necessary to extend the application of conditions to attend school premises, consideration will be given to the extent of your compliance with the decision, any appropriate expressions of regret and assurance of future good conduct received from you and any evidence of your co-operation with the school in other respects.

OR

In the circumstances, and after further consideration of the Headteacher's report and your letter, I have determined that the decision to impose a ban should be overturned. You may hence attend school events as normal. However, should there be a repeat of inappropriate behaviour towards staff all of the above sanctions may be applied.

Yours sincerely
Chair of Governors
cc: Headteacher

Model Letter 6: Letter from clerk to the Governors requesting parents' statement for review by LGB (sent by clerk to Governors)

Recorded delivery

Dear

(name), headteacher, wrote to you on (date) to detail concerns about your behaviour towards school staff/students fell short of what we would expect as a school. As a result of this incident, conditions were imposed on you/a ban was imposed. This decision will be reviewed by the Governing Body at their next meeting on (date).

I am writing to ask whether you would like to make a written statement to Governors for their consideration in making the decision whether to remove the restriction or extend it. If you should wish to make a written statement, please can you e-mail it to me at (address) by (date – parents should be given 10 days to respond).

Yours sincerely
Clerk to Governors
cc: Headteacher

Model Letter 7: Letter detailing outcome of Governing Body review (sent by Clerk to Governors)

Dear

I wrote to you on (date) to request a statement to enable Governors to review the school's decision to impose conditions/ban you from attending school premises.

I have not received a written response from you/I have received a letter from you dated, the contents of which were considered carefully by the Governors at their meeting on (date).

In the circumstances, and after further consideration of the Headteacher's report (and your letter), Trustees have determined that the decision to impose conditions/ban you from attending or contacting school attend should be confirmed. The conditions of your attendance on site are as follows:

- You must be accompanied to any meeting with a member of school staff
- You may not contact by telephone or in writing any member of staff. You may contact either (headteacher) or (further contact names)
- You may not attend any events for parents except those where you will be accompanied by a member of the senior leadership of the school.
- Any other condition imposed

OR

- You must not attend any event in school except for an annual meeting about your child's progress. This meeting will be conducted by (name).
- You may not contact by telephone or in writing any member of staff.

This decision will be reviewed again in six months' time. When deciding whether it will be necessary to extend the application of conditions to attend school premises, consideration will be given to the extent of your compliance with the decision, any appropriate expressions of regret and assurance of future good conduct received from you; and any evidence of your co-operation with the school in other respects.

OR

In the circumstances, and after further consideration of the Headteacher's report and your letter, Governors have determined that you should once again be allowed to attend parents' events as usual. All conditions have been removed. However, should there be a repeat of inappropriate behaviour towards staff this decision may be revoked.

Yours sincerely
Clerk to Governors
cc: Headteacher