



The

MAST

Academy Trust

Policy	Behaviour of Parents (including Carers) and Visitors
Owner	Executive Lead for Operations
Date approved	3 rd February 2025
Approver	Chief Executive Officer

Current version	V2.0
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Next review due	Spring 2030
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Objective of Policy	
At the Mast Academy Trust, we strive to build a strong relationship with parents to help create a stimulating learning environment that continues from school to home, providing all pupils with the opportunity to achieve to the best of their ability.	
To create a welcoming and safe learning environment, the school implements a specifically designed set of rules regarding behaviour and conduct which parents are expected to act in accordance with.	
All our colleagues have the right to work without fear of violence or abuse; therefore, physical attacks, threatening behaviour, and abusive or insulting language towards colleagues, governors, visitors, pupils or other parents may result in individuals being removed from the premises.	
This document outlines the manner in which parents are expected to act whilst on the school premises, as well as detailing the type of behaviour that will not be tolerated.	

Version Control

Version Number	Summary of amends from previous version
1.0	Development of policy
2.0	Policy review. Update to objective of policy. Realignment of approvers as per scheme of delegation.

Sign off requirements	
Approvers	Position
Chief Executive Office	Trust Executive Team
Reviewers	Position
Executive Lead for Operations	Trust Executive Team

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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 2018.

The Board of Trustees of The Mast Academy Trust actively encourages close links with parents and the community. It believes that pupils 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 colleagues 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 colleagues or members of the wider school community.

The Board of Trustees expects and requires its colleagues 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 colleagues 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 colleagues 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 colleagues 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 colleagues or pupils. Unacceptable behaviour is such that makes a colleague or pupil feel threatened or which actively seeks to undermine, offend or prejudice. This can be through face-to-face contact, on the telephone or written communication (including social media for example, but not exclusive to, facebook, twitter, instagram and whatsapp). 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 pupils and colleagues 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, colleagues have the right to take appropriate action to protect themselves. It is also incumbent on members of the school community to report behaviours which may be deemed to be intimidatory, offensive or prejudicial against a colleague or pupil to the relevant person. This would include the headteacher or CEO.

For incidents in school, the report should be provided to the headteacher. For incidents involving the headteacher or for the Trust collaborative team colleagues, a report should be made to the CEO.

Immediate response to incidents which occur:

In the case of a **phone call**, colleagues 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 or CEO 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 colleague
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 or CEO 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 colleagues will be provided on dealing with and responding to aggressive behaviour.

4. Risk Assessment

The Headteacher or CEO 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 or CEO will consider the following questions:

- What form did the inappropriate behaviour take?
- What evidence is there?
- What do witnesses say happened?
- Are there previous incidents to take into consideration?
- Do colleagues/pupils feel intimidated by the behaviour?
- Is there any evidence of provocation?
- How high is the assessed risk that this will be repeated? (low, medium, high).

5. Recording of Incidents

Colleagues/pupils subject to inappropriate behaviour, alongside any witnesses, will be asked to make written statements about incident(s), using the template in appendix A, that will be kept in a file with subsequent letters. This is Stage 1 of recording the incident.

6. The school's or trust's response

Following the completion of the risk assessment, the Headteacher or CEO 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 and trust

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 or CEO. 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 or CEO 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. A colleague will always be accompanied by at least one other colleague at any such meeting. Consideration should be given to the seating arrangements to ensure they are conducive to supporting a positive outcome.

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 or trust and its colleagues

Although fulfilling a public function, schools are private places. The public has no

automatic right of entry. Parents of enrolled pupils 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 on 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 colleague 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
- A ban from entering school or making direct contact with colleagues
- any other restriction as deemed reasonable and proportionate by the Headteacher or CEO.

In this case, the parent/carer/visitor will be informed by letter from the Headteacher or CEO (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 CEO (school) or Chair of Trustees (Trust). They 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 relevant person after approximately six months (and every six months after that, if appropriate). After six months, the parent/carer/visitor will be invited to make written representation to have the restrictions lifted.

When deciding whether it will be necessary to maintain, extend or remove the conditions, headteachers and/or the CEO, 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. Removal from school

Parents/carers/visitors who have been banned, or have restricted access, 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 CEO. Legal proceedings may be brought against the parent/carer/visitor.

6.5. 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*

* 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](#)).