



**Managing Unacceptable
Behaviour of Parents, Carers
& Visitors Policy**

2026 – 2027

Due for next review: summer 2027

www.woodsideschool.co.uk

Introduction

The trustees of Woodside School promote strong community links and believe that outcomes are best for our children when the relationship between home and school is a positive one.

The overwhelming majority of parents and carers visiting our school work with us. However, on occasion staff can be subject to verbal and physical abuse, at times witnessed by our children.

All members of staff have the right to work without fear of abuse.

We will act to ensure that the Woodside community remains a safe place for children, staff and all other members of our community and this includes responding to negative behaviour from parents, carers and other visitors to our school.

This policy outlines the behaviour we consider to be unacceptable and the procedures we will follow in the event of negative behaviour.

The Health and Safety Executive (HSE) defines work-related violence as: any situation where a person is abused, threatened or assaulted in circumstances relating to their work. Such circumstances include any work-related activity, whether on school premises or off site.

This policy should be read in conjunction with our Communication Policy.

Behaviours considered unacceptable at our school

The following list (not exhaustive) gives examples of behaviour that will not be tolerated in our school:

- Raising your voice at members of staff, either in person or on the telephone
- Aggressive or threatening phone calls
- Aggressive or threatening emails
- Abusive, libellous comments about staff on social media
- Physical intimidation. For example, standing very close to him/her
- Aggressive hand gestures, including pointing/shaking finger or fist towards another person
- Swearing
- Making threats
- Recording staff (audio and/or visual)
- Physical contact including pushing, slapping, etc.
- Spitting
- Discriminatory, offensive language
- Breaching school security/safeguarding procedures.

Procedures for parents/carers who have a complaint

Staff and trustees of Woodside School will always seek to resolve parental concerns promptly through respectful discussion between parents/carers and the relevant member of staff.

The complaints procedure is set out in our Complaints Policy which can be found on our website or ask the office for a paper copy.

Record keeping

Any incidents of abusive, threatening behaviour will be logged and kept on file by the Headteacher (see Appendix A). If a parent/carer behaves inappropriately on school premises they will receive a letter from the Headteacher notifying him/her of the incident log and the potential next steps should another incident occur (see Appendix B).

Responses to unacceptable behaviour from parents, carers and visitors

If a parent/carer/visitor behaves in an unacceptable way towards a member of staff, or other member of our school community, the Headteacher and/or Deputy Headteacher will seek to resolve the situation through discussion and mediation.

If this mediation does not resolve the concern or the behaviour is deemed serious (see list on page 2) the following steps may be taken:

Formal meeting

The parent/carer/visitor may be invited to a meeting including the Headteacher and/or Deputy Headteacher and the Chair or Vice Chair of Trustees. The meeting will clarify what the school consider to be acceptable behaviour and begin a restorative process. This process may involve formulating a plan to manage any future situations of potential conflict. For example, the plan may include measures such as the parent not approaching the class teacher without a member of the senior leadership team being present or by putting a behaviour contract in place.

Withdrawing permission to enter the school site/buildings

The adult behaving inappropriately will be asked to leave the premises if their behaviour is threatening, aggressive and/or is being witnessed/heard by children.

Ban from the premises

If a parent, carer or visitor is banned from the premises because of inappropriate behaviour they will be notified in writing. The letter will state the reason and duration of the ban and will be issued by the Headteacher and the Chair of Trustees.

The ban will take immediate effect, and you will have 10 school days to respond to the ban in writing before the trustees confirm the decision (see appendix C).

If the ban is confirmed, you will receive a letter (appendix D) which will state the review date which (up to 6 months from the date the ban started).

Upon review the ban will either continue or permission to enter the school site/buildings will be restored (appendices E and F).

Police assistance

If a parent, carer or visitor is asked to leave the premises and refuses the police will be called. The police will be called if an adult's behaviour is aggressive or violent on school premises. This may result in an anti-social behaviour order being issued by the police. The Headteacher may also notify our local community police officers even if there is no immediate threat.

Legal proceedings

If the abuse of a member of staff is deemed serious the trustees may pursue legal proceedings. In this circumstance, advice will be sought from our solicitors. Individual staff members may take advice from their union representative and own legal support. Legal proceedings could result in restraining orders and/or prosecution (prosecution under Section 547 of the Education Act and Protection from Harassment Act 1997). Cyberbullying/harassment via social media could also result in legal proceedings under Malicious Communications Act 1988, Section 127 of the Communications Act 2003, Public Order Act 1986 and the Defamation Acts 1952 and 1996.

These steps may not necessarily be used in this order. The response will be that which is most appropriate considering the behaviour.

Appendix A – incident report form

Date & time of incident	
Name of person recording the incident	
Name(s) of person(s) causing incident (where names are unknown, please provide other information such as child's name if possible) Include if they are a parent, carer, visitor or other.	
Full description of incident (include names of all involved, location, nature of abuse, injuries, etc.)	
Witnesses to the incident	

Appendix B – Initial letter to parent/carer

Dear

At Woodside School all members of staff have the right to work without fear of abuse. We expect parents, carers and visitors to behave in a reasonable way towards our school staff.

I have enclosed a copy of our Managing Unacceptable Behaviour Policy which states unacceptable behaviours in our school:

- Raising your voice at members of staff, either in person or on the telephone
- Aggressive or threatening phone calls
- Aggressive or threatening emails
- Abusive, libellous comments about staff on social media
- Physical intimidation. For example, standing very close to him/her
- Aggressive hand gestures, including pointing/shaking finger or fist towards another person
- Swearing
- Making threats
- Recording staff (audio and/or visual)
- Physical contact including pushing, slapping, etc.
- Spitting
- Discriminatory, offensive language
- Breaching school security/safeguarding procedures

I am writing to advise you that I have received a report about your conduct on school premises (enter date & time).

Enter factual summary of incident.

I must inform you that our Trustees will not tolerate conduct of this nature on our premises and will act to protect its children and staff.

Therefore, I am writing to advise you that an incident log has been completed and will be kept on record.

Should further incidents of this type be reported to me further action may be necessary.

Yours sincerely

Name Headteacher

Cc Name, Chair of Trustees

Appendix C – Letter withdrawing permission to enter school site/buildings pending review

To be sent by Chair of Trustees

Dear

I have received a report from the Headteacher of Woodside School about your conduct on at (add summary of incident and its effect on staff and pupils).

I must inform you that the trustees, 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.

On the advice of the Headteacher, I am therefore instructing you that until I have reviewed this incident, you are not to reappear on the school premises.

If you do not comply with this instruction, I shall arrange for you to be removed from the premises.

If you cause a nuisance or disturbance on the premises you may be prosecuted under section 547 of the Education Act 1996; if convicted under this section, you are liable to a fine.

For the duration of this decision, you may bring your child(ren) to school and collect them at the end of the school day, but you must not go beyond the school gate. Arrangements have been made for your child(ren) to be collected and returned to you at the school gate by a member of the school staff. (put arrangements in here)

Special arrangements can be made for you to meet with the Headteacher, if necessary, but this may only be with the written permission of the trustees.

The withdrawal of permission for you to enter the school premises takes effect immediately and will be in place for 15 school days in the first instance.

I still need to decide whether it is appropriate to confirm this decision.

Before I do so, I wish to give you an opportunity to give me in writing any comments or observations of your own in relation to the report that I have received from the Headteacher.

These comments may be to challenge or explain the facts of the incident, to express regret and give assurances about your future good conduct.

To enable me to take a decision on this matter, please send me any written comments you wish to make by (date 10 school days from date of letter). If on receipt of your comments, I consider that my decision should be confirmed, you will be supplied with details of how to pursue a review of your case.

I am copying this letter to the Headteacher.

Yours sincerely

Name Chair of Trustees

cc: Headteacher

Appendix D – Letter withdrawing permission to enter school site/buildings confirmation

To be sent by Chair of Trustees

Dear

On I wrote to inform you that on the advice of the Headteacher I had withdrawn permission for you to come onto the premises of Woodside School.

To enable me to determine whether to confirm this decision for a longer period, I gave you the opportunity to give your written comments on the incident concerned by I have not received a written response from you/I have received a letter from you dated, the contents of which I have carefully considered.

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.

I am therefore instructing that, until further notice, 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 shall arrange for you to be removed from the premises of the school. If you cause a nuisance or disturbance on the premises, you may be prosecuted under Section 547 of the Education Act 1996; if convicted under this section, you are liable to a fine.

Even though we have taken this decision, the Headteacher and staff at Woodside School remain committed to the education of your child(ren), who must continue to attend school as normal under the arrangements set out in my previous letter.

This decision will be reviewed again(insert review date which should be within a reasonable period and no longer than six months).

When deciding whether it will be necessary to extend the withdrawal of permission to come onto the 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.

If you wish to pursue the matter further, you have a right to complain to a panel of school trustees who have not been involved previously and who will consider the circumstances of the decision to withdraw permission for you to come on to the school site.

You can make your complaint by contacting the Governance Professional to the Trustees, via the school office. (Where the incident has arisen in the context of a parental complaint against the school, the following may be inserted) Finally, I would advise you that I have asked the Headteacher to ensure that your complaint that..... is considered under the appropriate stage of the school's parental complaints procedure. The school will contact you about this in due course.

Yours sincerely

Name Chair of Trustees

cc: Headteacher

Appendix E – Letter withdrawing permission to enter school site/buildings following review period

To be sent by Chair of Trustees

Dear

I wrote to you on confirming that permission for you to come onto the premises of Woodside School had been withdrawn until further notice.

I also advised you I would take steps to review this decision by 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. (Add brief summary of reasons). I therefore advise that the instruction that you are not to come onto the premises of Woodside School, without the prior knowledge and approval of the Headteacher remains in place until further notice. If you do not comply with this instruction, I shall arrange for you to be removed from the premises and you may be prosecuted under section 547 of the Education Act 1996; if convicted under this section, you are liable to a fine.

I shall undertake a further review of this decision by (insert review date which should be within a reasonable period and no longer than six months).

In the meantime, you can write to me with a statement of your views, which I will consider.

Yours sincerely

Name Chair of Trustees

cc: Headteacher

Appendix F – Letter restoring permission to enter school site/buildings

To be sent by Chair of Trustees

Dear

On I wrote to inform you that on the advice of the Headteacher I had temporarily withdrawn permission for you to come onto the premises of Woodside School.

To enable me to determine whether to confirm this decision for a longer period, I gave you the opportunity to give your written comments on the incident concerned by I have not received a written response from you/I have received a letter from you dated, the contents of which I have carefully considered.

In the circumstances, and after consulting further with the Headteacher/following the initial review period, I have decided that it is not necessary to confirm the decision and I am therefore restoring your permission to come onto the school premises, with immediate effect.

(Optional) I must warn you, however, that if it should become necessary in the future I shall not hesitate to withdraw permission for you to come onto the school premises once again.

Yours sincerely

Name Chair of Trustees

cc: Headteacher