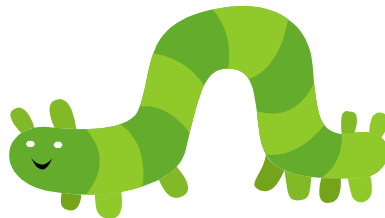




and



Abbots Farm Preschool

**Expected Behaviour of Parents, Carers
and Visitors on School Premises**

March 2026


Review by March 2027

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Signed by:



Headteacher

Date: 17/3/26



Chair of governors

Date: 17/3/26

1. Introduction and Rationale

This policy links to our school's aims in the following way:

- Be an excellent communicator – We want our school community to model how to listen, share our ideas and reason with others
- Be respectful – We want our school community to be kind, polite, helpful, caring and honest, to ourselves and others
- Be responsible – We want our school community to take care of ourselves, others and our diverse community

We want children and staff to enjoy coming to school and feel safe, healthy, and confident and we want to have an effective and supportive relationship with Parents, Governors, and the local and wider community. To do this it is important that we are all demonstrating our 3 rules:

“Be safe, be responsible and communicate”

Our school encourages close links with parents and the community. We believe that children benefit when the relationship between home and school is a positive one.

It is important to us that we set good examples in school of the very best behaviour for our children as we know that is what parents / carers want and expect. The vast majority of parents, carers and others visiting school are keen to work with us and are supportive of our school and that is how we want our relationships with parents, carers and visitors to be.

To help us maintain our high standards of pupil behaviour, we would ask that all parents, carers and visitors behave with respect towards pupils and staff when in our school buildings or in the playground. This means being polite and not using raised voices or any other unacceptable behaviour.

We expect parents, carers and visitors to:

- Respect the caring ethos of our school
- Understand that both staff and parents need to work together for the benefit of their children.
- Demonstrate that all members of the school community should be treated with respect and therefore set a good example in their own communication and behaviour.
- Seek to clarify a child's version of events with the school's view in order to bring about a peaceful solution to any issue.
- Approach the school to help resolve any issues of concern.

We appreciate that sometimes, visitors or parents / carers may be frustrated and upset, and this could lead to them demonstrating some aggression towards school staff. The school expects its 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 staff have the right to work without fear of violence and intimidation and thus we will not tolerate instances of these types of behaviour on our premises.

Because we understand that there are some rare cases where frustrations get out of hand, we have outlined below the steps that we will take on these occasions.

2. Legal Framework

This document has due regard to all relevant legislation and statutory guidance including, but not limited to, the following:

- Education Act 2011

- Education Act 1996
- Children Act 2004
- DfE (2025) 'Keeping children safe in education 2025'
- DfE (2018) 'Controlling access to school premises'
- National Association of Head teachers' (NAHT) guidance on dealing with abusive parents

This document operates in conjunction with the following school policies:

- Complaints Procedures Policy
- Child Protection and Safeguarding Policy

3. What is Considered to be Unacceptable Behaviour

We regard the behaviours below as being unacceptable in our school. Harassment between parents is also subject to this policy. This is not an exhaustive list but seeks to provide illustrations of unacceptable behaviour.

Unacceptable physical behaviour:

Disruptive behaviour which interferes or threatens to interfere with the operation of a classroom, a member of staff's work, office area or any other area of the school grounds.

Damaging or destroying school property.

The use of physical aggression towards another adult or child. This includes physical punishment of your own child on school premises.

Approaching someone else's child in order to discuss the actions of that child towards their own child or to chastise them for those actions. Such an approach to a child may constitute an assault on that child and have legal consequences.

Smoking and consumption of alcohol or other drugs whilst on school property.

Dogs being brought on to school premises.

Physically intimidating a member of staff e.g. by standing very close to him / her.

Unwelcome physical contact of staff or pupils.

The use of aggressive hand gestures e.g., two fingers raised.

Shaking or holding a fist towards another person.

Pushing.

Hitting, e.g., slapping, punching, or kicking.

Spitting.

Breaking the school's security procedures.

Unacceptable verbal behaviour:

Using loud/or offensive language, swearing, cursing, using profane language or displaying temper.

Threatening actual bodily harm to a member of school staff, governor, visitor, fellow parent/carer or pupil regardless of whether or not the behaviour constitutes a criminal offence.

Shouting at staff, either in person or over the telephone.

Swearing at a member of school staff.

Verbal abuse or making personal comments e.g. "You are..."

Racist or sexist comments.

Unacceptable written behaviour:

Abusive or threatening e-mails or text/voicemail/phone messages or other written communication.

Writing abusive comments about a member of staff.

Unacceptable use of technology:

Defamatory, offensive or derogatory comments regarding the school or any of the pupils/parent/staff, at the school on Facebook or other social media sites. Any concerns you may have about the school must be made through the appropriate channels by speaking to the class teacher, the Headteacher or the Chair of Governors, so they can be dealt with fairly, appropriately and effectively for all concerned.

The taking of photographs, video or audio anywhere on the school premises, including on the playground and during assemblies and performances, when you have not been given permission.

The wearing of smart glasses (e.g. Google Glass, Ray-Ban Meta) anywhere on the school premises, including on the playground and during assemblies and performances, is strictly not permitted.

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

4. Procedure for Dealing with Unacceptable Behaviour

These are the steps that will be taken by the school in those rare cases where a parent or member of the public behaves in an unacceptable way towards a member of our school community.

1. The school will assess if the behaviour requires intervention by an external agency (Children and Families Front Door, Police, Legal Team).
2. The Headteacher or an appropriate member of the senior staff will seek to resolve the situation through discussion and mediation as soon as is possible following the incident. If this is not

practicable, a formal letter will be written to the parent/ carer or member of the public setting out the school's concerns. In both cases, a warning should be given that a repeat of such behaviour will lead to action being taken, and this could include restricting access to the school's premises.

3. During the discussion with the parent, carer or visitor, they will be given a copy of the school's complaints procedure with this policy and encouraged to use this if the situation cannot be resolved by the initial discussion.
4. If a complaint is received following the discussion meeting with the Headteacher / senior staff member because the discussion has not resulted in the parent, carer or visitor being satisfied with the outcome, the complaint will be dealt with through the normal complaints process.
5. In the event that the unacceptable behaviour is repeated, or continues, or where there is an extreme act of violence, a parent or carer may be barred by the Headteacher / Chair of Governors from the school premises for a minimum of 10 school days prior to review by the Governing Body. Advice will be sought from legal advisors.

5. Procedure for Barring a Parent/ Carer or Visitor

1. The parent/ carer / visitor will be warned, in writing, they are barred from the premises for a minimum of 10 school days and that this bar will be subject to review by the Governing Body by a specified date.
2. The letter will also make clear what will happen if the bar is breached, e.g., that police involvement or an injunction may follow.
3. Where the bar is as the result of an assault on a member of staff a statement indicating that the matter has been reported to the Local Authority, the Chair of Governors and the Police will be included.
4. Where appropriate, arrangements for children to be delivered to and collected from the school gates will be clarified in the letter.
5. Following the letter being issued, the Chair of Governors will be informed of the bar.
6. Two days before the end of the bar a panel of Governors will meet to review the information.
7. Following that meeting the bar will either be lifted, upon signed promises of future good behaviour, or will continue for a period deemed appropriate by the panel of Governors.
8. At the end of any renewed bar, the governors will invite submissions from the parent or invite them to a meeting to discuss how the situation can best be resolved for the future.
9. In exceptional circumstances the Headteacher may request the Chair for a bar lasting longer than two weeks in the first instance.

In this guidance, the definition in the Education Act 1996 of the word parent is extended and includes an individual who has care of the child whether they are the natural parent or has parental responsibility for the child. This includes step-parents. Where an individual does not fall within this broad definition, the principles of this guidance should still be applied.

6. Conclusion

Children learn best when there is a positive partnership between home and school. Staff make every effort to work in harmony with parents and carers for the benefit of pupils. However, this is only possible where parents behave in accordance with our expectations.

In implementing this policy, the school will, as appropriate, seek advice from the Local Authority's Education, Health and Safety and Legal departments, to ensure fairness and consistency.

7. Monitoring and review

This policy is reviewed annually by the governing body and the headteacher.

Any changes made to this policy will be communicated to all relevant stakeholders.

The next scheduled review date for this policy is **March 2027**.

Appendix: Department for Education Guidance Controlling Access to School Premises

([Guidance](#) issued 27th November 2018)

<https://www.gov.uk/government/publications/controlling-access-to-school-premises>

1. Who can go onto school premises?

Schools are private property. People do not have an automatic right to enter. Parents have an 'implied licence' to come on to school premises at certain times, for instance:

- for appointments
- to attend a school event
- to drop off or pick up younger children

Schools should set out their rules for this and tell parents what they are. Anyone who breaks those rules would be trespassing.

2. Barring individuals from school premises

Trespassing is a civil offence. This means that schools can ask someone to leave and take civil action in the courts if someone trespasses regularly. The school may want to write to regular trespassers to tell them that they are potentially committing an offence.

Schools can bar someone from the premises if they feel that their aggressive, abusive, or insulting behaviour or language is a risk to staff or pupils. It is enough for a member of staff or a child to feel threatened.

The school should tell an individual that they have been barred, or they intend to bar them, in writing. Letters should usually be signed by the Headteacher, though in some cases the Local Authority, academy trust or proprietor may wish to write instead. The individual must be allowed to present their side. A school can either:

- bar them temporarily, until the individual has had the opportunity to formally present their side
- tell them they intend to bar them and invite them to present their side by a set deadline

After the individual's side has been heard, the school can decide whether to continue with barring them. The decision should be reviewed within a reasonable time, decided by the school.

The Department for Education (DfE) does not get involved in individual cases.

3. Removing individuals from school premises

Section 547 of the Education Act 1996 makes it a criminal offence for a person who is on school premises without legal permission to cause or permit a nuisance or disturbance. Trespassing itself does not constitute a criminal offence.

To have committed a criminal offence, an abusive individual must have been barred from the premises or have exceeded their 'implied licence,' then also have caused a nuisance or disturbance.

If a school has reasonable grounds to suspect that someone has committed an offence, then they can be removed from the school by a police officer, or a person authorised by the appropriate authority such as the:

- Governing body
- Local authority
- Proprietor of that school