

# Applecroft School



## Dealing with Abusive Parents, Carers and Visitors Policy

<b>Person Responsible:</b>	<b>Headteacher</b>
<b>Review Cycle:</b>	<b>Annual</b>
<b>Date of Issue:</b>	<b>January 2026</b>
<b>Review Date:</b>	<b>January 2027</b>

# Dealing with Abusive Parents, Carers and Visitors Policy

## 1) Introduction:

### **School Vision:**

'To create a positive and inspiring community that nurtures each individual and empowers leaders for life.'

### **School Mission Statement:**

'Nurturing Potential, Inspiring Minds, Changing Lives'.

### **School Values:**

- Ambition and Leadership
- Kindness and Supportiveness
- Respect and Honesty
- Determination and Resilience.

## 2) Statement of Principles:

This policy has been written taking into account the DfE Guidance on school security and NAHT guidance on dealing with abusive parents.

All members of the school community have the 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 schools.

At all times the common purpose remains clear, which is to achieve zero tolerance of violence, threatening or aggressive behaviour or abuse in school, and to ensure all members of the school community, and all visitors to the school, can be confident that they are operating within a safe environment.

At Applecroft School, we value the positive relationships forged with parents, carers and visitors to the school. We encourage close links with parents, carers and the community and believe that pupils benefit when the relationship between home and school is a positive one. We also strive to make our school a place where, as adults, we model for pupils the behaviour we teach and expect. In general, we place a high importance on good manners, positive communication, mutual respect and the use of all 8 Habits, in particular 'seeking first to understand, then to be understood'.

Almost all parents, carers and visitors to Applecroft School are keen to work with us and are supportive of the school. However, on very rare occasions the behaviour of a small number of parents/carers/visitors falls short of what we expect. This sometimes manifests itself in aggression or abuse towards members of the school community. This can be in written communication (including emails and social media), on the telephone or in face-to-face incidents.

In these situations, we expect members of staff to behave professionally, attempting to defuse the situation where possible and seeking the involvement of other colleagues as appropriate. Staff who face these situations have license to end any conversation (face to face or on the telephone).

They should then refer the incident to a senior member of staff who will take appropriate action or invoke the provisions of this policy.

The overriding principle is however, that all members of the school community have the right to work or be in school without fear of aggression or abuse from parents/carers or visitors. The Board of Trustees has a requirement to protect staff and pupils from such aggression.

Any actions taken against a parent/carer under this policy will be reasonable and proportionate and the progress and wellbeing of the parent/carer's child/ren will be fully considered. The parent/carer will have the opportunity to put their views forward at every stage. In the case of the imposition of conditions or a ban from school, robust review processes involving a committee of three Trustees and then the Board of Trustees are in place to ensure fairness.

### **3) Definition of Unacceptable Behaviour:**

We consider that aggressive, abusive, threatening or insulting behaviour or language from a parent/carer or visitor presents a risk to staff or pupils. Unacceptable behaviour is any that makes a member of staff or pupil feel threatened or intimidated. This can be through face-to-face contact, on the telephone or in written communication (including emails and/or social media).

The following is not an exhaustive list but seeks to provide illustrations of such behaviour:

- any kind of written or spoken personal insult as an attempt to demean, embarrass, or undermine (including the use of social media)
- any kind of threat
- raising of voice so as to be intimidating
- making allegations as to be intimidating
- physical intimidation, e.g. by standing very close 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.

We also consider that aggressive, abusive, threatening or insulting behaviour or language from a parent/carer or visitor towards other parents/carers or visitors is unacceptable while on school grounds.

### **4) The school's approach to dealing with incidents:**

If a parent/carer/visitor behaves in an unacceptable way towards a member of the school community, the Headteacher or appropriate senior member of staff 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.

### **5) 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/pupils feel intimidated by the parent/carer/visitor's behaviour?
- Are there any mitigating circumstances?
- How high is the assessed risk that this will be repeated or there will be retaliation at the school's action? (Low, medium, high).

#### 6) Recording of Incidents:

Staff/pupils that are subject to abuse, or witness unacceptable behaviour, will make written statements about incident(s) which will be kept in a file with subsequent letters. This file will be kept by the Headteacher and managed/reviewed by a member of the SLT.

#### 7) 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:

- ***Invite the parent/carer/visitor to an informal meeting to discuss events with a member of the SLT***

This could be helpful to discuss and defuse the situation.

The safety and wellbeing 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.

- ***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/carer/visitor 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. A copy of the letter will be sent to the Chair of the Board of Trustees. The parent/carer/visitor will be invited to write to the Headteacher with a response within 10 working days. Depending on that response, a meeting may then be held to discuss what happened and how it can be avoided in future.

The main points of discussion and any agreed actions should be noted, and a follow-up letter sent to confirm the school's expectations and any agreed actions.

- ***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/carers of enrolled pupils have an 'implied license' to come onto school premises at certain stated times. It is for schools to define and set out the extent of such access. Parents/carers exceeding this would be trespassing.

Depending on the type, level or frequency of the unacceptable behaviour, the school may consider imposing conditions on a parent/carer/visitor'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
- restricting access to the playground at certain times to mitigate the risk of further incidents involving parents/carers or visitors
- 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 the details of the conditions that are being imposed. The parent/carer/visitor would then be given 10 working days from the date of that letter to make representations in writing about the conditions to the Chair of the Board of Trustees. Attendance in person is not permitted. A panel of three Trustees would then decide whether to confirm or remove the conditions. This would be communicated to the parent/carer/visitor by the clerk to the Trustees in writing within 10 working days of the date of the parent/carer/visitor's letter.

If the decision is to confirm the conditions imposed, this decision will be reviewed by Trustees 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 Trustees. This and the evidence from the Headteacher will be considered at a committee meeting of three Trustees. Trustees may decide to maintain, extend or remove the conditions. The decision of the review will be communicated to the parent/carer/visitor by the clerk to the Trustees within 10 days of the date of the meeting. There is no right to appeal this decision.

When deciding whether it will be necessary to maintain, extend or remove the conditions, Trustees 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 cooperation with the school in other respects.

- ***Imposing a ban***

Where other procedures have been exhausted and aggression or intimidation continues OR where there is an extreme act of violence, the school may consider banning an individual from school premises. This may 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. The parent/carer/visitor would then be given 10 working days from the date of that letter to make representations about the ban in writing to the Chair of the Board of Trustees. A panel of three Trustees will decide whether to confirm or remove the ban. This would be communicated to the parent/carer/visitor in writing by the clerk to the Trustees within 10 working days of the receipt of their letter.

If the Trustees' decision is to confirm the ban, parents/carers/visitors in these circumstances will be offered an annual meeting about their child's progress, usually with a member of senior staff. Following the Trustees' decision, there is no right to appeal.

A decision to impose a ban will be reviewed by the committee 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 Trustees; this and the evidence from the Headteacher will be considered at a meeting of the full Board of Trustees. Trustees 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/carer/visitor by the clerk to the Trustees within 10 days of the date of the meeting.

In deciding whether to remove or extend the ban or impose conditions, Trustees will give consideration to the extent of the parent/carer/visitor'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/carer/visitor's cooperation with the school in other respects. Once decided, there is no right to appeal this decision.

- ***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 Board of Trustees. Legal proceedings may be brought against the parent/carer/visitor.

## **8) Complaints Policy:**

Any parent/carer/visitor complaint that arises from incidents of abusive behaviour will be dealt with under the complaints policy.

## **9) Appendices:**

- ***Warning***

Model letter 1: This is an initial letter from the Headteacher to ensure the parent/carer/visitor is clear about behavioural 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 the parent/carer/visitor of the school's decision to impose conditions on the parent/carer/visitor's attendance at school events, pending review by the panel of Trustees.

Model letter 3: Letter from the Chair of Trustees setting out the next steps for the parent ahead of the Trustees' review

Model letter 4: Letter from the Trustees informing the parent of the Trustees' decision to confirm or remove the conditions.

- ***Imposing a ban***

Model letter 5: Letter from Headteacher informing the parent/carer/visitor of the school's intention to impose a ban on their attendance at school premises, pending review by the panel of Trustees.

Model letter 6: Letter from the Trustees informing parent/carer/visitor of the decision to confirm or remove ban.

- ***Reviewing the decision to impose conditions or impose a ban***

Model letter 7: Letter from clerk to Trustees requesting statement from parents/carers/visitor to Board of Trustees for review of decision.

Model letter 8: Letter from clerk to the Trustees to confirm the outcome of further reviews of decisions where the imposition of conditions/ban has been extended or removed.



# Applecroft School

Nurturing Potential, Inspiring Minds, Changing Lives

Recorded Delivery

Dear XXX,

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 Applecroft School.

(Add factual summary of the incident and of its effect on staff, pupils, and other parents.)

I must inform you that the Board of Trustees will not tolerate aggression towards members of the school community and will act to protect its staff and pupils 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 also must inform you that personal issues involving members of staff and issues regarding the school, if posted on Facebook and other forms of social media, are directed to the local police service and the Local Authority legal department so that they can be dealt with appropriately.

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

Mrs Lisa Withe  
Headteacher

cc: Chair of the Board of Trustees



# Applecroft School

Nurturing Potential, Inspiring Minds, Changing Lives

Recorded Delivery

Dear XXX,

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, 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:

[insert details here, for example:

- 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 Mr Wyatt.
- You may not attend any events for parents/carers/visitors 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 a panel of Trustees. Please consider them to be in force until you receive confirmation.

The Trustees of Applecroft School will need to decide whether it is appropriate to confirm or overturn this decision. You may, if you wish, send them in writing any comments or observations of your own within 10 working 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. The clerk to the Trustees will then write to you with the outcome following a decision.

If on receipt of your comments, the Trustees consider that my decision should be confirmed, you will be supplied with details of how the conditions will be reviewed by the Board of Trustees.

Yours sincerely

Headteacher

cc: Chair of the Board of Trustees



# Applecroft School

Nurturing Potential, Inspiring Minds, Changing Lives

Recorded Delivery

Dear XXX,

I am writing to follow up on the letter that you received from Mrs Withe on *date*, in which she set out conditions that will be imposed on your access to the school site in accordance with the school's **Parent, Carer and Visitor Code of Conduct Policy**.

As explained in the letter and the policy, you now have 10 working days from the date of that letter to make any representations that you wish to make to myself as Chair of the Board of Trustees. You need to send me your statement in writing **by 5pm on date**, please.

A panel of three Trustees will then meet to decide whether to confirm or remove the conditions that Mrs Withe has imposed. You are not permitted to attend that panel in person, but I will communicate the outcome to you in writing as soon as possible. I will also keep you informed of any unforeseen delays.

You can include whatever information you feel is relevant in your statement.

When the Trustee panel meets, they will give consideration to the extent of your compliance with the conditions so far, any appropriate expressions of regret and assurance of future good conduct received from you, and any evidence of your cooperation with the school in other respects.

They will have access to your statement, previous statements you have made to Mrs Withe during the investigation of this incident, and the outcome of the investigation that led to conditions being imposed. They will use that information to consider whether the policy has been correctly and fairly applied in this incident.

Please note that the aim of the policy is to ensure that Applecroft School is 'a safe, respectful and inclusive environment for children, staff, parents/carers, trustees and visitors'.

At this stage I want to be very clear that you **MUST** abide by the conditions stated in the letter sent to you by Mrs Withe until you receive written feedback from the panel of Trustees.

If you have any questions, please let me know. Otherwise, I will look forward to hearing from you before *date*.

Kind Regards,

Chair of Trustees



# Applecroft School

**Nurturing Potential, Inspiring Minds, Changing Lives**

Dear XXX,

..... 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 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 has been considered carefully.

In the circumstances, and after further consideration of the Headteacher's report and your letter, a panel of Trustees has 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 Board of Trustees in approximately six months' time. The clerk to the Trustees 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 now attend school 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 the Board of Trustees

cc: Headteacher



# Applecroft School

Nurturing Potential, Inspiring Minds, Changing Lives

Recorded Delivery

Dear XXX,

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, 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 the Trustees are 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 meeting.

The restrictions above are provisional until they have been reviewed by the Trustees. Please consider them to be in force until you receive further confirmation.

The Trustees will need to decide whether it is appropriate to confirm or overturn this decision. Please send, in writing, any comments or observations of your own within 10 working days of the date of this letter. These comments may be to challenge or explain the facts of the incident, to express regret and/or to give assurances about your future good conduct.

If, on receipt of your comments, the Trustees consider that my decision should be confirmed, you will be supplied with details of how this ban will be reviewed by the Board of Trustees.

Yours sincerely

Headteacher

cc: Chair of the Board of Trustees



# Applecroft School

Nurturing Potential, Inspiring Minds, Changing Lives

Recorded Delivery

Dear XXX,

..... 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 she has written to you previously about your behaviour towards members of the school community.

A written response from you has/has not been received, dated ....., and the contents of that have been considered carefully.

In the circumstances, and after further consideration of the Headteacher's report and your letter, a panel of Trustees has 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 ..... or a member of the senior team.

This decision will be reviewed in six months' time by the Board of Trustees. The Clerk to the Trustees will write to you in advance of the meeting of the Board of Trustees 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 cooperation with the school in other respects.

OR

In the circumstances, and after further consideration of the Headteacher's report and your letter, a panel of Trustees has 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 the Board of Trustees

cc: Headteacher



# Applecroft School

Nurturing Potential, Inspiring Minds, Changing Lives

Recorded Delivery

Dear XXX,

..... wrote to you on (date) to detail concerns about how your behaviour towards other members of the school community, which 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 Board of Trustees at their next meeting on (date).  
I am writing to ask whether you would like to make a written statement to Trustees 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/carer/visitor should be given 10 days to respond).

Yours sincerely

Clerk to the Board of Trustees  
cc: Headteacher



# Applecroft School

**Nurturing Potential, Inspiring Minds, Changing Lives**

Dear XXX,

I wrote to you on (date) to request a statement to enable Trustees 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 Trustees 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:

[insert details here, for example:

- 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 the Deputy Headteacher.
- You may not attend any events for parents/carers/visitors except those where you will be accompanied by a member of the senior leadership of the school other as are reasonable and proportionate]

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 cooperation with the school in other respects.

OR

In the circumstances, and after further consideration of the Headteacher's report and your letter, Trustees 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 the Trustees  
cc: Headteacher