



Managing Aggressive Behaviour From Parents/Carers and Visitors Policy

Policy Type:	Discretionary
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Approved by:	Headteacher
Policy Owner:	Jyoti Pankhania

Table of Changes Made Since Last Version

Paragraph	Summary of Change/s
1	New wording explicitly ties the school's ethos to "The Southfield Way" values, and references these values again where staff modelling of behaviour is discussed.
2.1.11	New item added
2.1.12	New item added
3.2	New item added
3.3	New item added
6	Expansion of previous points Adds policies to read in conjunction
Appendix 5	Wording changes

Glossary of Abbreviations and Acronyms used in this Policy

Abbreviation/Acronym	Meaning
DfE	Department for Education

Contents

1. Statement of Principles.....	2
2. Definition of Unacceptable Behaviour	2
3. The Legal Framework	3
4. Dealing with Incidents.....	4
5. Banning Procedures.....	4
6. Conclusion.....	5
Appendix 1: Risk Assessment.....	6
Appendix 2: Options for Future Action	7
Appendix 3: Calling for Police Assistance	8
Appendix 4: Record Keeping	9
Appendix 5: Model Letters	12
Appendix 6: Notice For Display	20



1. Statement of Principles

- 1.1. At Southfield School, we are guided by The Southfield Way – our commitment to being Ready, Respectful, Responsible and Proud to be Southfield. These values underpin everything we do, including the positive relationships we forge with parents/carers and visitors to the school.
- 1.2. We encourage close links with parents/carers and the community and believe that students benefit when the relationship between home and school is a positive one.
- 1.3. We, also, strive to make our school a place where, as adults, we model for our students the behaviour we teach and expect – embodying The Southfield Way in all our interactions.
- 1.4. As a school we promote respect for all with whom we work and celebrate differences in a positive manner.
- 1.5. We place a high importance on good manners, positive communication and mutual respect.
- 1.6. The vast majority of parents/carers and visitors to Southfield School are keen to work with us and are supportive of the school.
- 1.7. However, on the rare occasions when a negative attitude towards the school is expressed, this can result in aggression, verbal and/or physical abuse towards members of the school community.
- 1.8. The governing body expects and requires 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.
- 1.9. However, all members of staff have the right to work without fear of violence and abuse.
- 1.10. We expect parents/carers and other visitors to behave in a reasonable way towards members of the school staff.
- 1.11. This policy outlines the steps that will be taken where behaviour is deemed unacceptable.

2. Definition of Unacceptable Behaviour

- 2.1. Types of behaviour that are considered to be unacceptable and will not be tolerated include:
 - 2.1.1. shouting at members of the school staff, either in person or over the telephone
 - 2.1.2. physically intimidating a member of staff, e.g. by standing very close to her/him
 - 2.1.3. the use of aggressive hand gestures
 - 2.1.4. threatening behaviour
 - 2.1.5. shaking or holding a fist towards another person
 - 2.1.6. swearing
 - 2.1.7. pushing
 - 2.1.8. hitting, e.g. slapping, punching and kicking
 - 2.1.9. spitting
 - 2.1.10. breaching the school's security procedures.



2.1.11. sending abusive, threatening or harassing communications via email, social media, messaging platforms or other digital means

2.1.12. making or posting recordings of staff, students or other individuals on school premises or online without consent

2.2. This is not an exhaustive list but seeks to provide illustrations of such unacceptable behaviour.

3. The Legal Framework

3.1. Section 547 of the Education Act 1996 makes it an offence for any person to be on school premises to cause or permit a nuisance or disturbance and allows for the removal and prosecution of any person believed to have committed an offence.

3.2. The school also has regard to the DfE statutory guidance 'Behaviour in Schools: Advice for Headteachers and School Staff' (February 2024), which sets out the expectation that all members of the school community – including parents, carers and visitors – contribute to a safe and respectful environment. The Education and Inspections Act 2006 further requires headteachers to take steps to ensure that the conduct of parents, carers and visitors on school premises does not adversely affect the orderly running of the school or the safety and wellbeing of its community.

3.3. Where unacceptable behaviour occurs via digital means – including social media, email or messaging platforms – the school will treat this with the same seriousness as in-person incidents. The school reserves the right to take appropriate action, including restricting contact and involving the police where necessary. A parent/carer of a student attending a school normally has implied permission to be on school premises at certain times and for certain purposes, but if the parent/carer's behaviour is unreasonable, this permission may be withdrawn.

3.4. This, also, applies to all other individuals invited into the school for other reasons.

3.5. Parents/carers or other visitors exhibiting unacceptable behaviour could have a ban, which prevents access to the school premises, imposed upon them.

3.6. Should they ignore this ban, they would then become a trespasser on the school site.

3.7. The Governing Body, in conjunction with the Headteacher, will take the lead in authorising the removal of a person believed to be causing a nuisance or disturbance, and, if necessary, will bring legal proceedings against them.

3.8. Unacceptable behaviour by parents/carers or visitors may result in the police being informed.



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4. Dealing with Incidents

- 4.1. If a parent/carer/visitor behaves in an unacceptable way towards a member of the school community, the Headteacher or appropriate member of senior staff, will assess the level of risk before deciding on a future course of action (Appendix 1).
- 4.2. The Headteacher/senior leader may seek to resolve the situation through discussion and mediation.
- 4.3. This may include meeting the parent/carer/visitor, clarifying the school's expectations and agreeing strategies to manage future incidents (Appendix 2).
- 4.4. If necessary, the school's complaints procedures will be followed.
- 4.5. Where all procedures have been exhausted and aggression or intimidation continues OR where there is an extreme act of violence, then further action may be taken including banning the individual from school premises or from directly contacting any member of staff, other than the Headteacher or Deputy Headteachers.
- 4.6. In some circumstances, the individual would be advised in writing by the Headteacher that following the incident of unacceptable behaviour, a ban is being considered. They would then be given an opportunity to explain their actions, after which a decision would be made about imposing the ban.
- 4.7. In more serious circumstances a parent/carer or visitor may be banned from the school premises by the Chair of Governors for a specified period of time, subject to review.
- 4.8. In this situation the parent/carer/visitor will be given an opportunity to explain their behaviour, after which a decision will be taken to confirm, remove or extend the ban.
- 4.9. If after a ban has been imposed and the individual comes on to school premises, the Police would be called immediately (Appendix 3).
- 4.10. The Governing Body would then decide whether to consider taking out a Court Injunction preventing this from happening again.
- 4.11. Throughout this process thorough record keeping is critical (Appendix 4).

5. Banning Procedures

- 5.1. In imposing a ban, the following steps will be taken:
 - 5.1.1. The parent/carer/visitor will be informed, in writing, that she/he is banned from the premises (subject to review) or from direct contact with any member of staff, other than the Headteacher or Deputy Headteachers and of the consequences if the ban is breached.
 - 5.1.2. Where an assault has led to a ban, a statement indicating that the matter has been reported to the police will be included.



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5.1.3. Where appropriate, arrangements for students being delivered to, and collected from the school gate will be clarified.

5.1.4. A review date for consideration of the ban will be decided upon and communicated to the parent/carer/visitor.

5.1.5. Following the review, the outcome will, also, be communicated to the parent/carer/visitor

5.2. (Model letters for all the above steps can be found in Appendix 5).

6. Conclusion

6.1. In implementing this policy, Southfield School remains committed to The Southfield Way – ensuring all members of our community are Ready, Respectful, Responsible and Proud to Be Southfield. The school will, as appropriate, seek advice from health and safety, legal and local authority support to ensure this policy is applied with fairness, consistency and compassion. This policy will be read in conjunction with the school's Behaviour Policy, Safeguarding and Child Protection Policy, and the DfE statutory guidance 'Behaviour in Schools' (February 2024).



Appendix 1: Risk Assessment

In the event of a parent/carer/visitor behaving in an unacceptable way, each situation will need to be considered individually by the Headteacher or a designated senior member of staff. The following factors should be taken into account as a risk assessment, before deciding on the most appropriate course of action:

- ☐ Has the parent/carer/visitor been verbally aggressive/threatening/intimidating?
- ☐ Has the parent/carer/visitor been physically aggressive/threatening/intimidating?
- ☐ What evidence is there? What do witnesses say happened?
- ☐ Does the parent/carer/visitor have a known history of aggression/violence?
(Information can only be sought from the police when an official complaint has been made).
- ☐ Do members of the school staff/community feel intimidated by the parent/carer/visitor's behaviour?
- ☐ Have students witnessed aggressive/threatening/intimidating behaviour from the parent/carer/visitor?
- ☐ Have students been approached inappropriately by the parent/carer/visitor?
- ☐ Has the parent/carer/visitor been abusive to school staff, students or visitors?
- ☐ Has the parent/carer/visitor been persistently abusive to school staff, students or visitors?
- ☐ Was the parent/carer/visitor provoked in **any** way prior to their behaviour and/or does the parent/carer/visitor claim to have been provoked?
- ☐ Is there evidence of provocation?
- ☐ How frequently have the behaviours occurred?
- ☐ Is there a risk (low, medium or high) that the behaviour may be repeated?



Appendix 2: Options for Future Action

Inviting the parent/carer/visitor to a meeting to discuss events

This could be helpful where a planned and structured meeting has either not been held before or has previously been productive. Skilled facilitators may need to be used. A full restorative meeting may be considered, but if it is not safe to bring all the parties together at a meeting, a restorative process can still take place through the exchange of information.

The safety and well-being of those attending such a meeting must be carefully considered. It is strongly recommended that members of school staff should 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 that 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 sent to confirm the school's expectations and any agreed actions. Some parent/carer/visitors may covertly record meetings and then seek to use the information obtained to support their case and, therefore, schools should state explicitly that information obtained without permission will not be permissible.

Clarifying 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 the behaviour standards expected by the school. This could be explained at a meeting or in a letter, however, any verbal explanation should be followed by a written confirmation of the discussion and the standards of expected behaviour outlined.

Forming strategies to manage future situations of potential conflict

It is sometimes possible to identify situations of potential conflict and to plan for these in a way that minimises potential risks. For example, where a parent/carer/visitor persistently engages in arguments with staff in corridors at the beginning or end of the school day, the parent/carer/visitor could be informed that any discussions with school staff must be held by prior appointment.

Alternatively, the parent/carer/visitor may be asked not to approach the teacher, but should instead arrange to meet the Headteacher or Deputy Headteachers, who will deal with their concerns.

Preventing direct contact with any member of staff other than the Headteacher or Deputy Headteachers

It may be that a parent/carer/visitor has verbally abused a member of staff, either in person or via a telephone or email communication, and as such direct contact with any members of staff other than the Headteacher or Deputy Headteachers may be prevented. Any such arrangements should be confirmed in writing to the parent/carer/visitor.

In more serious cases a further option may be to advise the parent/carer/visitor that in future their concerns should be dealt with by written communication only. Again, any such arrangements should be confirmed in writing to the parent/carer/visitor.

Withdrawing permission for the parent/carer/visitor to enter the school site and/or buildings

In more serious cases of actual or threatened aggression/violence, or persistent abuse/intimidation, Headteachers may need to consider whether it is safe for the parent/carer/visitor to continue to come onto the school site or enter the buildings.



Appendix 3: Calling for Police Assistance

- In an emergency, police assistance should be sought.
- In cases where a ban is in place but is ignored and the person comes onto the school site, the police should be notified immediately (staff will need to be aware of the ban and have agreed procedures in place should the person come onto the school site).
- In situations where there is no immediate threat to staff, students, other members of the school community or the school's property, Headteachers may still wish to make their local community police officer aware of the situation.
- The police could give consideration to warning the offender of formal action, which may include legal proceedings.



Appendix 4: Record Keeping

- There should be clear and detailed records of all events which must be kept up to date. Any witness statements (where appropriate) and notes of any subsequent meetings held to discuss the events should, also, be retained. Notes should be signed and dated.
- Any physical evidence should be bagged and labelled and witnesses should be asked to make a record of exactly what they saw and heard at the earliest opportunity.
- It is, also, advisable to ensure that in every case, even where a formal letter is not required, parents/carers/visitors receive a written confirmation of the events and the Headteacher's response.
- If the police are asked to deal with an incident as a criminal investigation, there are a number of actions that may thwart this process. Witness details should not be made known to suspected offenders or their families. Groups of witnesses or suspects should not be left together, or allowed to discuss what happened, before the police interview them. If in doubt always seek the advice of the police officer first.
- An incident recording form is attached.



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Unacceptable Behaviour By Parent/Carer/Visitor Incident Recording Form

Date & time of incident:	
Incident reported by:	
Brief outline of incident: <ul style="list-style-type: none"> • Name of person causing incident • Status (parent/carer/visitor, etc.) • Description of incident • Location • Any injuries/harm 	
Any possible contributory factors:	
Details of any witnesses:	
Witness statements attached? Y/N	
Is the perpetrator known to have been involved in any previous incidents? (if yes, give details):	
Were measures in place to try to prevent an incident of this type occurring? Could these be improved? If no measures were in place, could action be taken now?	



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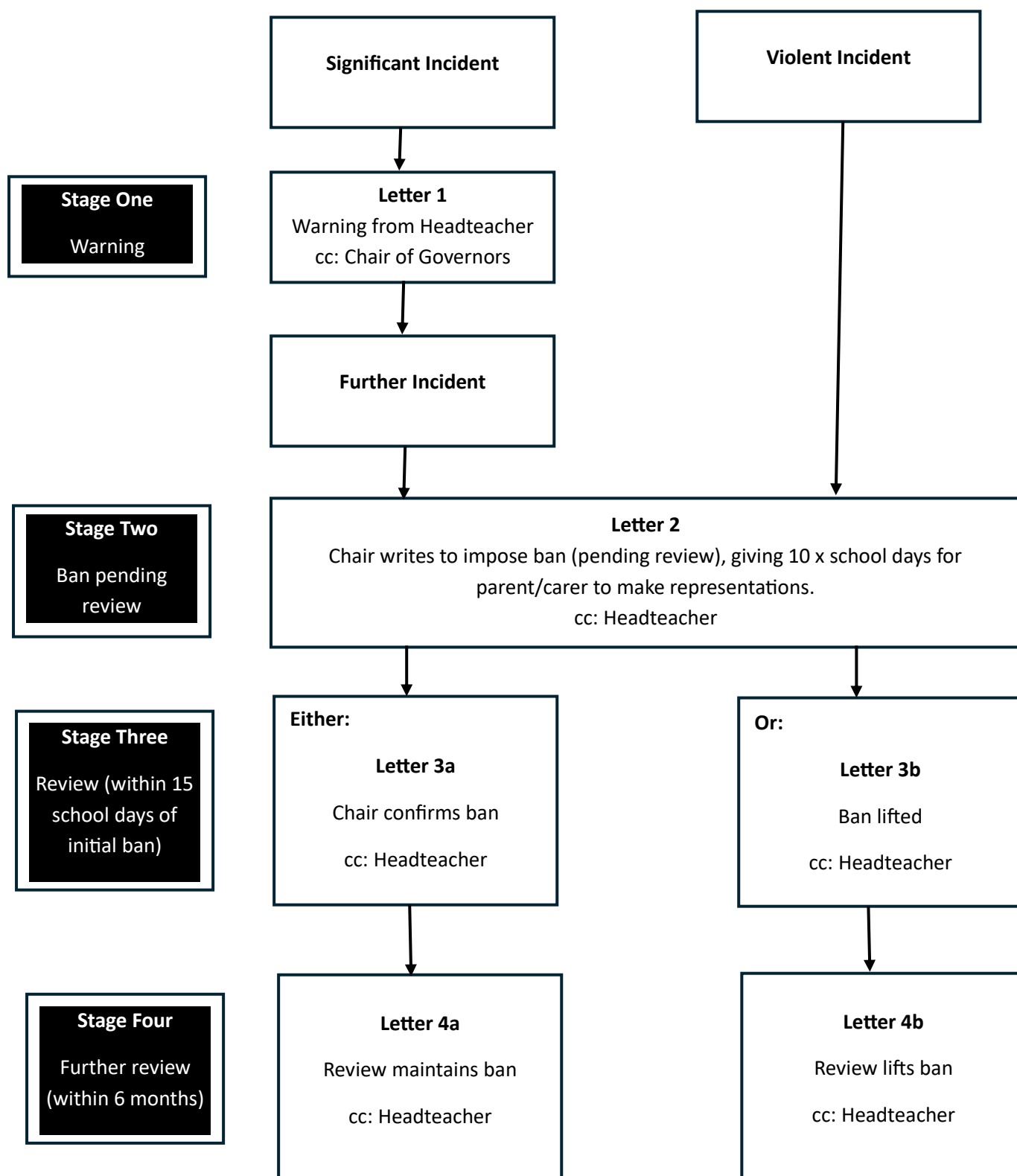
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Name and contact details of police officer(s) involved:	
Incident number or crime reference number:	
Any other relevant information:	
Initial action/outcome:	
Subsequent actions:	
Form completed by: (Name and Role)	
Date form completed:	



Appendix 5: Model Letters

Flowchart for process to ban a parent from the school premises, or preventing them from directly contacting any member of staff, other than the Headteacher or Deputy Headteachers.





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Model Letter 1:

This is an initial warning letter which can be sent by the Headteacher when it is felt that further serious incidents warrant a ban.

Recorded delivery

Dear,

I have received a report about your conduct at the school or when communicating with staff **(delete as appropriate)** on **(enter date and time)**.

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

I must inform you that the Governing Body will not tolerate conduct of this nature on its premises or to its staff **(delete as appropriate)** and will act to protect its staff and students.

Therefore, if I receive any further reports of conduct of this nature, I will be forced to consider removing your rights to enter the school grounds and buildings, or communicating directly with any member of staff other than myself or the Deputy Headteachers **(delete as appropriate)**. If you do not comply with that instruction, it may be necessary for you to be removed from the premises and prosecuted under Section 547 of the Education Act 1996. If convicted under this section, you are liable to a fine of up to £500.

Nevertheless, 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. These comments may include any expressions of regret on your part and any assurances that you are prepared to give about your future good conduct. To enable me to take a decision on this matter at an early point, you are asked to send me any written comments you wish to make by **(state date ten working days from the date of letter)**.

Yours sincerely

Headteacher

cc: Chair of Governors



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Model Letter 2:

I have received a report from the Headteacher of Southfield School about your conduct on

..... at

(add summary of incident and its effect on staff and students) (optional reference to first letter from Headteacher)

I must inform you that the governors, in line with our policy, will not tolerate conduct of this nature to any member of staff or on the school premises **(delete as appropriate)** and will act to defend school staff and students.

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, or directly contact any member of staff, other than the Headteacher or Deputy Headteachers (delete as appropriate). If you do not comply with this instruction, it may be necessary 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 of £500.

The withdrawal of permission for you to enter the school premises, or prevention from directly contacting any member of staff, other than the Headteacher or Deputy Headteachers **(delete as appropriate)** 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.

Yours sincerely

Chair of Governors

cc: Headteacher



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Model Letter 3a/b:

These letters confirm the outcome of the review of the ban by the Chair of Governors. In the event that the decision is made to confirm the ban, a date should be included for a further review. This should be for a reasonable period, possibly extending up to three months, but preferably not longer than six months.

If the parent/carer is dissatisfied with this decision, it is suggested in the model letter that the matter is then appropriately considered by a panel of school governors.

3a – Withdrawal of Permission Confirmed (Sent by chair of Governors)

Recorded delivery

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 Southfield 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

....., **(delete as appropriate)** 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, or to be prevented from directly communicating with staff, other than the Headteacher or Deputy Headteachers **(delete as appropriate)** 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 or you are prevented from directly communicating with staff, other than the Headteacher or Deputy Headteacher **(delete as appropriate)**.

If you do not comply with this instruction, it may be necessary 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 of up to £500.

Even though we have taken this decision, the Headteacher and staff at Southfield School remain committed to the education of your child/children, who must continue to attend school as normal.

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, or prevent you from directly communicating with staff other than the Headteacher or Deputy Headteachers **(delete as appropriate)** 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.

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.



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Yours sincerely

Chair of Governors

cc: Headteacher



3b – Restore Permission After Review By Chair of Governors (Sent By Chair of Governors)

Recorded Delivery

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 Southfield School or to be prevented from directly contacting any member of staff, other than the Headteacher or Deputy Headteacher **(delete as appropriate)**. 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 **(delete as appropriate)**.

In the circumstances, and after consulting further with the Headteacher, I have decided that it is not necessary to confirm the decision and I am, therefore, restoring to you permission to come onto the school premises, or to directly contact members of staff, **(delete as appropriate)** 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 or to be prevented from directly contacting any member of staff at the school, other than the Headteacher or Deputy Headteachers **(delete as appropriate)**.

Yours sincerely

Chair of Governors

cc: Headteacher

Model Letter 4a/b



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These letters can be used to confirm the outcome of further reviews of decisions where the ban has been extended. When a review is due to take place it is advisable to notify the parent/carer in advance and invite them to make any representations.

4a – Continue Ban After Second Review (sent by Chair of Governors)

Recorded Delivery

Dear

I wrote to you on confirming that permission for you to come onto the premises of Southfield School had been withdrawn until further notice or the prevention of directly contacting any member of staff, other than the Headteacher or Deputy Headteachers (delete as appropriate). 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 Southfield School, without the prior knowledge and approval of the Headteacher or you are prevented from directly contacting any member of staff, other than the Headteacher or Deputy Headteachers, **(delete as appropriate)** remains in place **(insert date).**

If you do not comply with this instruction it may be necessary 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 of up to £500.

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

Chair of Governors

cc: Headteacher



4b – Restore permission after later review (Sent by Chair of Governors)

Recorded Delivery

Dear

I wrote to you on confirming that permission for you to come onto the premises of Southfield School had been withdrawn until further notice or the prevention of directly contacting any member of staff, other than the Headteacher or Deputy Headteachers **(delete as appropriate)**. I, also, advised you I would take steps to review this decision by

I have now completed the review. After consultation with the Headteacher I have decided that it is now appropriate to restore permission for you to come onto the school premises or to directly contact any member of staff at the school, **(delete as appropriate)** with immediate effect.

I trust that you will now work together with the school and there will be no further difficulties of the kind which made it necessary to restrict your access to the school premises or to directly contact all members of staff **(delete as appropriate)**.

(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 or for you to directly contact any member of staff, other than the Headteacher or Deputy Headteachers, **(delete as appropriate)** once again.

Yours sincerely

Chair of Governors

cc: Headteacher



Appendix 6: Notice For Display

We welcome visitors to our school.

We will act to ensure that it remains a safe place for students, staff and all other members of the school community.

**If you have concerns, we will always listen to them and
seek to address them.**

**Be Ready | Be Respectful | Be Responsible |
Be Proud to Be Southfield**