



FRANCHE COMMUNITY PRIMARY SCHOOL & TOTS@FRANCHE Policies & Procedures

Managing Aggressive Behaviour from Parents and Visitors to our School Policy 2018-20

Document management

This document was adopted by the Staffing Committee on 1st February 2018

This document is subject to review in February 2020

For clarity, throughout this policy the words 'school' and/or 'setting' refer to all childcare services provided on the Franche Community Primary School site, including: Children's Centre, TOTS@Franche, Holiday Club and Breakfast/After School Club.

Aims and context:

The ethos of Franche Community Primary School encourages close links with parents and the community. The staff and governors recognise that the success of the school is dependent on a strong partnership between all members of the school community; pupils, parents, staff and governors. We believe that pupils benefit most when the relationship between home and school is a positive one. For this reason, we continue to welcome and encourage parents/carers to participate fully in the life of our school.

The vast majority of parents, carers and others visiting our school are keen to work with us and are supportive of the school. All members of the school community have a right to expect that their school is a safe place in which to work/learn and be treated with respect. Therefore, everyone must work together to set a good example in our own speech and behaviour. Here at Franche Community Primary School we respect and uphold our Golden Rule; 'Treat other people as you would like them to treat you'.

The purpose of this guidance is to provide a reminder of what we expect from our parents, carers and visitors and what to do if their conduct is abusive or aggressive. Abuse, threatening behaviour or violence against any member of the school community is unacceptable and will not be tolerated. Any incident will be treated seriously and a disruptive person may be banned from entering the school, or even prosecuted, in accordance with this guidance.

Abuse, threatening behaviour, or violence are not considered to be an acceptable part of any job, nor it is it part of the duties of any employee to accept such behaviour. Throughout this document where the term 'visitor' is used it covers any parent, carer or other visitor to the school and is not

confined to adults. This policy also includes any unacceptable behaviour that takes place around the school site, including the offices, immediately outside the school and also on the school playing fields. At all times the common purpose remains clear: to achieve zero tolerance of violence, threatening behaviour or abuse, and to ensure all members of the school community can be confident that they are operating within a safe environment.

The Governing Body of Franche Community Primary School is committed to reducing the risks of its school staff from acts of violence and aggression by:

- Demonstrating to staff that the potential for violence at work is recognised
- Issuing clear procedures/guidelines, which include preventative and protective measures
- Providing adequate training to staff who may be subject to violence or abuse to develop their ability to anticipate violent incidents and deal with them
- Providing appropriate equipment where applicable
- Clarifying violent incident reporting and monitoring procedures
- Encouraging proper reporting of incidents and near misses and ensuring that school staff do not avoid reporting violent incidents in the belief that an assault may suggest a failure on the part of the member of staff concerned
- Supporting staff who have been subject to violent, threatening or abusive behaviour and offering counselling where appropriate
- Allocating adequate resources to support this policy
- Reviewing this policy statement and procedures and guidelines regularly.

Types of violence

In identifying types of violence, the Governing Body recognises that staff can be intimidated or threatened by a variety of circumstances, not simply physical assault. In order to support a peaceful and safe environment the school cannot accept parents, carers and visitors exhibiting the following:

- Conduct which undermines the safe, calm environment of the school
- Physical attacks e.g. kicking, biting, punching, pushing, spitting, scratching, head butting etc.
- Threatening physical violence
- Actions that restrict movement
- Unwanted physical contact which results in no injury
- Use of weapons or missiles
- Shouting, using loud or offensive language, swearing
- Abusive telephone calls, letters, faxes, emails or other forms of written or verbal communication; or which causes personal offence or distress, including defamatory comments about the school, school staff or governors on social media sites
- Sexual, racial, homophobic or other harassment
- Bullying and/or intimidation
- Approaching someone else's child in order to chastise them
- Damage to personal or school property

- Posturing
- Gestures
- Insults
- Unreasonable demands or blackmail
- Deliberate silence
- Breaching the school's security procedures

This is not an exhaustive list but seeks to provide illustrations of such behaviour. **Unacceptable behaviour may result in the local authority and the police being informed of the incident.**

The Public Order Act 1986 defines "disorderly conduct" as: verbal abuse, threatening abusive or insulting words or behaviour or any disorderly behaviour whereby a person is caused alarm, harassment or distress. "Threatening behaviour" is when a person fears that violence, or threat of violence, is likely to be provoked. The school has a responsibility to ensure that any act of actual or threatened violence is referred to the police immediately.

In a school context this could mean someone shouting at a member of staff, either in person or over the phone; acting aggressively, including use of intimidating body language, as well as actual violence. It also covers comments posted on social media sites or situations where member of staff are approached off school premises.

Procedures for Staff in dealing with Incidents involving Violent, Threatening or Abusive Parents/Visitors

Avoiding an Incident

Parents, or visitors, may arrive in a tense, agitated state and how they are initially dealt with might well make the difference between a minor exchange of words and a violent confrontation. Members of staff are entitled to support from a member of the leadership team in handling a potentially difficult parent interview, so, if you have any concerns you should discuss them with your phase leader. Sensitivity towards parental difficulties is an asset. Many adults are still influenced by their own schooling and other childhood experiences, as well as their consequent expectations for their own children. Over anxious, or even ambitious, parents can feel very vulnerable. Preparation is an essential ingredient in ensuring that interviews/meetings prove constructive rather than confrontational.

The school advises all staff not to engage in work related conversations with parents/carers etc outside of the school boundary. Staff that do risk breaching confidentiality guidelines and may also be putting themselves at unnecessary risk of abuse.

Handling an Incident – General Principles

If someone becomes abusive or threatening, the member of staff in question should consider whether or not they can cope with the situation. They should not feel that they have to cope with it alone: they should seek help from other people, or leave altogether. If a situation appears to be

getting out of control, staff should know that they can make an excuse and leave, immediately reporting the incident to the Head Teacher/designated person.

It is important that staff:

- Know whether they are in a position to offer the parent a realistic and reasonable answer to their expectations
- Know whether they are competent to handle the situation
- Be confident that they have back up
- Be assured that they can summon help
- Have a plan of how to approach the problem.

Action to be taken by the staff member affected following an incident

- Seek medical attention, if required.
- Report verbally to your Head Teacher/manager as soon as possible. Other staff may be at risk from the same person.
- Log the incident in the Adult Behaviour book and pass to your Head Teacher/manager for investigation, having sought Union advice, if appropriate.
- Take time with your Head Teacher/manager to discuss the incident and your feelings.
- Ask for assistance if you need it.
- Consider Police involvement, if they are not already involved.
- Seek advice on your entitlement to claim financial compensation, if appropriate.

Action to be taken by SLT following an incident

- Provide access to a private area for as long as necessary where the member of staff can sit with a friend or colleague.
- Provide assistance, if necessary, for the member of staff to go home/visit their GP/attend hospital etc. A medical assessment of any injury should be made as soon as practicable and, in case of visible injuries, it is helpful to obtain photographs.
- Make time for the employee to talk to you.
- Explain the employee's right to involve the police if they so wish.
- Contact the Police as above under 'Role of Worcestershire Police'.
- Provide the opportunity for the member of staff to consult his/her trade union representative before submitting their completed Incident Report Form/Statement (Appendix E).
- Report the incident.
- Carry out a thorough investigation into the incident.
- Obtain written statements from witnesses as soon as possible after the incident (the sooner the better).

- All evidence obtained should be retained to support any action taken.
- Maintain regular contact with the person if they are off work because of the incident.
- Make the member of staff aware of the availability of Occupational Health advice and telephone-based professional counselling.
- Review risk assessments and procedures following an incident and amend if necessary without delay.
- Ensure other relevant staff are informed of the incident and of any changes to working practices.

In all cases of assault causing actual injury the employee sustaining the injury is advised to make a formal complaint to the Police against the assailant, unless this is considered inappropriate. This decision, although personal, should be discussed with the Head Teacher. Employees have joint responsibility with their employer to review any incidents and identify the need for appropriate training and counselling, and specific strategies to reduce the level of risk.

Support for staff

Following an incident staff may feel that they need support. Peer support will be given and support the staff in accessing other appropriate support. In the longer term, support can also be obtained from the member of staff's trade union. The school will ensure that sympathetic and practical help, support and counselling are made available to the member of staff at the time of the incident and subsequently.

Guidance for Head Teachers/Managers

People with responsibility for staff management need to be committed to the objective of reducing violence and risks of violence to employees and ensuring that all staff receive appropriate training. It is important to ensure that new members of staff are aware of this policy and procedures as part of their induction to the school and that they have access to appropriate training.

Staff should be aware that they can expect support from their Head Teacher in managing parent interviews well. A formal notice should be displayed at the entrance(s) to the school informing parents and visitors of the school's expectations about behaviour and/or that they may face prosecution for violent, threatening and abusive behaviour.

Role of Local Authority

Advice and support is available from the Local Authority through the Legal Team.

Contacting the Police

For non-urgent, preventative advice and support the non-emergency number for Worcestershire Police is 101. Whenever there is an emergency and urgent support is required, the emergency 999 number should be used.

Role of Worcestershire Police

If Head Teachers have any concerns or fears regarding a potentially violent, threatening or abusive parent or visitor, they should not hesitate to contact the police in advance for help and advice. Worcestershire Police are keen to support schools in the prevention of such incidents and will not consider any issue too small, if a school has concerns. They will provide advice and support, including being present on the premises when a visit is made, if it is agreed this would be helpful.

Follow up

The Head Teacher will need to make a judgement as to whether the parent or visitor is likely to become involved in such an incident again, or whether there were unique circumstances in this specific case. If it is likely that the behaviour will be repeated a warning letter should be sent, explaining that the behaviour is unacceptable and will not be tolerated on the school premises. Depending on the circumstances, it may be helpful to discuss the warning letter with the LA Legal Team. For future visits to the school, advance notice of an intention to visit could be required and an independent witness could be present.

In all cases of assault causing actual injury the employee sustaining the injury should be advised to make a formal complaint to the police against the assailant, unless this is considered inappropriate. The Head Teacher/Governing Body/LA have the power to ban anyone from coming onto school premises for a specified period of time. This decision will be communicated to the person concerned. When the period elapses, the Head Teacher/Governing Body/LA will review whether the ban from the school premises should continue or whether it should be lifted. If abusive behaviour is repeated, the person should be declared unwelcome and they can be ordered off the premises as they then become a trespasser under Section 547 of the Education Act 1996. This power is usually delegated by the Local Authority (community, voluntary controlled and community special schools) to the Head Teacher and caretaker.

Procedures for dealing with abusive parents/visitors

Step 1 - Verbal warning

The Head Teacher or appropriate member of Senior Leadership Team will speak to the parents involved. It will be put to them that such behaviour is unacceptable and an assurance will be sought

that such an incident will not be repeated. It will be stressed on this occasion that repetition of such an incident will result in further more serious action being taken.

If the Head Teacher has been subject to abuse, this will be done by the Chair of Governors (or other appointed independent governor, if the Chair is involved in the incident in any way).

NB: Escalation through these steps, resulting in a ban may occur at any time at the discretion of the Head Teacher in response to a significant incident. Any incidents of violent conduct would immediately proceed to step 5.

Step 2 – Written warning (See Appendix 1)

If a second incident occurs involving the same person or persons, the Head Teacher will write to the adult/s informing them, once again, that this conduct is unacceptable. As for Step 1, if the Head Teacher has been subject to abuse this will be done by the Chair or other appointed governor. The name/s and details of the incident are added to the Aggressive Behaviour Matrix.

At any stage, the school may report serious incidents of abusive and threatening behaviour to the Local Authority or the Police. The school has a responsibility to ensure that any act of actual or threatened violence is referred to the police immediately.

Steps 3 – Letter from Chair of Governors imposing a ban (see Appendix 2)

If such an incident recurs, or if an initial incident is considered serious enough by the Head Teacher, the Chair of Governors (or other appointed governor) would be involved to enforce any action deemed necessary. This may result in a person or persons being excluded from school premises.

In the case of a parent/carer, prior to a ban being imposed (except in urgent situations), the Head Teacher/ Chair of Governors shall write to the individual indicating that a ban from the premises is being considered, stating the reasons for this and the date by which any written representations by the individual should be received by the school before the decision is made. In urgent situations, the Head Teacher may impose an immediate temporary ban in writing and provide the parent/carer the opportunity to make written representations prior to formalising any extension to the ban.

Where the decision to impose a ban is made, notification of the ban shall be in writing and shall clearly state:

- The reason for the ban being imposed
- The date of commencement of the ban
- A date by which any written representations by the individual should be received by the School
- A date for review of the ban and how this will be arranged (including any reparation that may be required by the School, e.g. a written apology)
- Provision to be made (if a parent or carer) for access to their child during the school day, e.g. should an emergency occur and the process to be followed should the parent/carer wish to contact the school or need to attend meetings at the School

- What action will be taken to remove the individual from the premises should the ban be breached

The banned individual will be invited to make written representations and to attend a review meeting (accompanied by a friend or relative if required) with the Head Teacher and/or governors/police representative (this may take place away from the school site if appropriate). All actions taken are updated on the Aggressive Behaviour Matrix.

Step 4 – Reviewing the ban (see Appendix 3)

The governors will review the ban and consider whether to lift it, make it permanent or continue it for a specified period.

The Head Teacher may remove the ban at any time prior to the review date if appropriate resolution has been achieved.

Any ban imposed will not prevent or affect the outcome of the school's investigation into any complaints raised by the individual concerned. These will be handled as per the school's Complaints Policy/Procedure.

All actions taken are updated on the Aggressive Behaviour Matrix.

(For a summary of these steps see Appendix 4.)

Step 5 – Involvement of the police

If following a decision to ban a person from the school premises, that person nevertheless persists in entering school premises and is displaying unreasonable behaviour, such a person may be removed from the school premises as a trespasser under Section 547 of the Education Act 1996 and charged with an offence under the Public Order Act 1986.

All parents, even if excluded from school premises, have a right to seek an appointment to speak to school staff about their child's educational progress.

- Other members of the public have no right of access to the school premises. In the case of an incident involving another member of the public, step 2 as above will be followed. At step 3 the Head Teacher/Chair of Governors will send the banning letter.

Harassment

Situations can arise where staff find themselves, or other adults, subjected to a pattern of persistent and unreasonable behaviour from individual parents which is not abusive or overtly aggressive but which may be perceived as intimidating and oppressive. In these circumstances, staff may be faced with a barrage of constant demands or criticisms (on an almost daily basis) which, whilst not particularly taxing or serious when viewed in isolation, can have the cumulative effect over time of undermining their confidence, well-being and health. In extreme cases, the behaviour of the parent may constitute an offence under the Protection from Harassment Act 1997. If so, the school will take appropriate action, such as writing to or meeting the parents, involving the Police if necessary. A formal complaint could also be made to the Governing Body who would consider inviting the parent to a meeting to discuss such conduct or writing to them to say that they are not welcome on the school premises.

If a parent's behaviour is unreasonable, the parent's implied permission to be on the school premises may be withdrawn and they will become a trespasser (see the section on Trespass).

The School may also decide to use the following possible legal measures:

- Section 222 Local Government Act 1972
- Protection from Harassment Act 1997
- Criminal Damage Act 1971
- Section 39 of Criminal Justice Act 1988
- Section 47 of the Offences against the Persons Act 1861
- Offences against the Public Order Act 1986
- Section 31 of the Crime and Disorder Act 1998
- Criminal Justice Act 1988

Trespass

Trespass is not, generally, a criminal offence. Schools are not public places and anyone who enters without permission of the Head Teacher (who has day to day management of the school) is trespassing, unless there is a recognised "right of way" across the school site. Some groups of people, such as parents, have an "implied licence" to enter school premises.

A number of people may have good reason to be on the school premises and therefore possess an "implied licence" e.g.

- Registered pupils of the school during school hours or by agreement of the Head Teacher e.g. after school clubs and sports. Pupils who have been excluded could, however, be trespassers.

- Parents or guardians responsible for a pupil at the school.
- Governors, Ofsted inspectors, Local Authority staff, Site Staff, contractors, and those using facilities provided as part of a school “let” etc.

Signs will be put in place to indicate that access to the site is restricted and that all visitors should report to reception. The existence of good school security measures will also assist in minimising the incident of trespass. Examples of security measures include: appropriate signs, reception area, signing in system, badges for visitors, access control and maintaining boundary fences in good order.

Nuisance and disturbance

If a trespasser refuses to leave the school premises or enters after being required to leave or causes a disturbance, their behaviour may give rise to a criminal offence under Section 547 of the Education Act 1996. As a general rule, anything done by trespassers where it disrupts the routine of the school or the duties of its staff will be an offence.

Where an individual has an “implied licence” to enter school premises this can be withdrawn by the Head Teacher, provided authority to do so is delegated to the Head Teacher by the Governing Body. Publicising this through signs or the school prospectus is helpful and prudent since this can clarify the circumstances in which consideration would be given to barring someone from the site. Recent case law (Wandsworth Borough Council v A, 2000) makes it clear that if the person to be barred has an “implied licence” to enter the premises, he or she should first be given an opportunity to make representation as to why a ban should not be imposed before a final decision is taken to withdraw the licence to enter. A ban will be effective immediately. A refusal to accept a ban from school premises may lead to consideration being given to applying to the court for an injunction and/or to the taking of action under Section 547 of the 1996 Act.

Removing trespassers from the site

It is possible to remove from the school premises people who are suspected of committing an offence under section 547. Police constables or a person authorised by the Local Authority may do this.

The Head Teacher will need to use their discretion in determining whether they, or other staff, are able to safely escort a trespasser from the site. Although they would be entitled to use reasonable force, this should be avoided and the police called if the situation is impossible to control. School staff should not put themselves at risk. Anyone taking this action must be able to justify their actions and show that the action taken was appropriate and proportionate in the circumstances. Therefore, there should be reasonable cause to suspect the person of committing, or having committed, an offence under Section 547.

Harassment, threatening, abusive or disorderly behaviour

Such offences are covered by the Public Order act 1986. The Protection from Harassment Act 1997 provides further safeguards with respect to incidents of harassment.

Head Teachers are more likely to involve the police in such matters and the police may be able to take action under this Act.

However, Head Teachers may not wish to involve the police in cases where the offender is very young. Individual cases therefore need to be considered before deciding on a course of action.

Further advice can be attained from Local Authority Legal Services.

Conclusion

If a parent/carer/visitor is intimidating, threatening or aggressive towards any member of the school community, any interaction will be terminated immediately and the person will be instructed to leave the premises. Further action may be taken by the school.

The Local Authority itself may take action where behaviour is unacceptable or there are serious breaches of our home-school code of conduct or health and safety legislation.

In implementing this policy, the school will, as appropriate, seek advice from the Local Authority and/or the Worcestershire Children's Safeguarding Board to ensure fairness and consistency.

Review and Monitoring

All incidences of aggressive or abusive behaviour directed towards staff, students, visitors or volunteers by a Parent/Carer or member of the Public will be recorded and reported to the Governing Body to inform review of this policy.

Written with Advice and Guidance from NAHT Managing Violent and Abusive Visitors to Schools

Appendix 1:

Warning letter, from the Head Teacher: to parent/carer with child/ren at the school

Recorded delivery

READ AND DELETE AS APPROPRIATE. SEND ON HEADED PAPER.

Dear

I have received a report about your conduct at the school on (enter date and time). (Add factual summary of the incident and of its effect on staff, pupils, other parents.) I must inform you that the Local Authority/ Governing Body (delete as appropriate) will not tolerate conduct of this nature on its premises and will act to protect its staff and pupils. Therefore, if in the future, I receive any reports of conduct of this nature I will be forced to consider removing your licence to enter the school grounds and buildings. If you do not comply with that instruction, I will be able to arrange 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 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,

Head Teacher

Appendix 2a:

Banning Letter, from the LA or Governing Body: to parent/carer with child/ren at the school

Recorded delivery

READ AND DELETE AS APPROPRIATE. SEND ON HEADED PAPER.

Dear

I have received a report from the Head Teacher at Franche Community Primary School about your conduct on **(enter date and time)**. **(Add factual summary of the incident and of its effect on staff, pupils, other parents.)** I must inform you that the Governing Body will not tolerate conduct of this nature on its premises and will act to protect its staff and pupils. On the advice of the Head Teacher I am therefore instructing that until **(add date)** you are not to reappear on the premises of the school. If you do not comply with this instruction, I may arrange 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.

For the duration of this decision you may bring your son(s)/daughter(s) **(complete as appropriate)** to school and collect them/him/her **(delete as appropriate)** at the end of the school day, but you must not go beyond **(arrangement to be decided by Head Teacher)**.

or

In the case of lower school children insert: Arrangements have been made for your **(delete as appropriate)** son(s)/daughter(s) **(insert child/ren's names)** to be collected, and returned to you, **(arrangement to be decided by Head Teacher)** by a member of the school's staff.

The withdrawal of permission for you to enter the school premises takes effect straightaway. However, 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 which I have received from the Head Teacher. These comments may include any expressions of regret on your part and any assurances 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).

If on receipt of your comments I consider that my decision should be confirmed, or extended, you will be supplied with details of how to pursue a review of the circumstances of your case. In any event, the decision to withdraw your licence to enter the school premises will be reviewed by **(complete as appropriate)**. That review will take account of any representations that you may have made and of your subsequent conduct.

Yours sincerely,

Chair of Governing Body

Appendix 2b:

Banning Letter, from the LA or Governing Body: to member of the public

Recorded delivery

READ AND DELETE AS APPROPRIATE. SEND ON HEADED PAPER.

Dear

I have received a report from the Head Teacher at Franche Community Primary School about your conduct on (enter date and time). (Add factual summary of the incident and of its effect on staff, pupils, other parents.) I must inform you that the Governing Body will not tolerate conduct of this nature on its premises and will act to protect its staff and pupils.

On the advice of the Head Teacher I am therefore instructing that you are not to reappear on the premises of the school. If you do not comply with this instruction, I may arrange for you to be removed from the premises and prosecuted under Section 547 of the Education Act 1996. If convicted, you are liable to a fine of up to £500.

Yours sincerely,

Chair of Governing Body

Appendix 3a:

Letter updating a banning letter, from the LA or Governing Body, confirming ban: to parent/carer with child/ren at the school

Recorded delivery

READ AND DELETE AS APPROPRIATE. SEND ON HEADED PAPER.

Dear

On (give date) I wrote to you informing you that on the advice of the Head Teacher, I had withdrawn permission for you to come onto the premises of Franche Community Primary School until (insert date). To enable the Governing Body to determine whether to confirm this decision, or to impose it for a longer period, I gave you the opportunity to give your written comments on the incident concerned by (give date). I have not received a written response from you / I have now received a letter from you dated (insert the date), the contents of which I have noted. (delete either sentence as appropriate)

In the circumstances, and after further consideration of the Head Teacher's report, I have determined that the decision to withdraw permission for you to come onto school premises should be confirmed/extended. (delete as appropriate) I am therefore instructing that until (insert date) you are not to come onto the premises of the school without the prior knowledge and approval of the Head Teacher. If you do not comply with this instruction, I may arrange for you to be removed from the premises and prosecuted under Section 547 of the Education Act 1996. If convicted, you are liable to a fine of up to £500.

Notwithstanding this decision the head teacher and staff at (insert name) school remain committed to the education of your child/children (delete as appropriate), who must continue to attend school as normal under the arrangements set out in my previous letter. The Governing Body will take steps to review the continuance of this decision by (give date). When deciding whether it is necessary to extend the withdrawal of permission to come onto the school's premises, the Governing Body will take into account the extent of your compliance with the decision, any appropriate expressions of regret and assurances of future good conduct received from yourself and any evidence of your co-operation with the school in other respects. (Include where the incident has arisen within the context of a parental complaint against the school:)

**Finally I would advise you that I have asked the Head Teacher to ensure that your complaint (give brief details) is considered under the appropriate school procedure. You will be contacted about this by the school in due course. If you wish to pursue the matter further, you have a right to a review of the circumstances of this case by the school's Governing Body.

Yours sincerely,

Chair of Governing Body

Appendix 3b:

Letter updating a banning letter, from the LA or Governing Body, withdrawing ban: to parent/carer with child/ren at the school

Recorded delivery

READ AND DELETE AS APPROPRIATE. SEND ON HEADED PAPER.

Dear

On (insert date) I wrote to you informing you that, on the advice of the Head Teacher, I had temporarily withdrawn permission for you to come onto the premises of Franche Community Primary School.

To enable me to determine whether to confirm this decision for a longer period, I gave you the opportunity to let me have your written comments on this incident by (insert date) I have not received a written response from you / I have now received a letter from you dated (insert date), the contents of which I have noted. (delete either sentence as appropriate)

In the circumstances, and after consulting with the Head Teacher, I have decided that it is not necessary to confirm the decision, and I am therefore restoring to you the permission to come onto the school premises, with immediate effect. Nevertheless I remain very concerned at the incident which occurred on (insert date), and I must warn you that if there is any repetition of your behaviour on that occasion, I shall not hesitate to withdraw permission for you to come onto the premises.

Yours sincerely,

Chair of Governing Body

Appendix 3c:

Letter, from the LA or Governing Body, following formal review of a banning letter, extending ban:
to parent/carer with child/ren at the school

Recorded delivery

READ AND DELETE AS APPROPRIATE. SEND ON HEADED PAPER.

Dear

I wrote to you on (insert date) withdrawing permission for you to come onto the premises of Franche Community Primary School until (insert date). In that letter I also advised you that I would take steps to review this decision by (insert date). I have now completed the review.

However, after consultation with the Head Teacher, I have determined that it is not yet appropriate for me to withdraw my decision. (Give a brief summary of reasons) I therefore advise that the instruction that you are not to come onto the premises of Franche Community Primary School without the prior knowledge and approval of the Head Teacher remains in place until (insert date).

I shall undertake a further review of this decision on (insert date). If you are dissatisfied with this decision, you have a right to request a review of the decision by the Governing Body.

Yours sincerely,

Chair of Governing Body

Appendix 3d:

Letter, from the LA or Governing Body, following formal review of a banning letter, ending ban: to parent/carer with child/ren at the school

READ AND DELETE AS APPROPRIATE. SEND ON HEADED PAPER.

Dear

I wrote to you on (insert date) informing you that I had withdrawn permission for you to come onto the premises of Franche Community Primary School until (insert date). In that letter I also advised you that I would take steps to review this decision by (insert date). I have now completed the review.

After consultation with the Head Teacher, I have decided that it is now appropriate to change that decision and I am therefore restoring to you the permission to come onto the school premises, with immediate effect. I trust that you can now be relied upon to act in full co-operation with the school and that there will be no further difficulties of the kind which made it necessary for me to prevent you entering the premises. I should point out that if there is any repetition of your behaviour, I shall not hesitate to withdraw permission for you to come onto the premises once more.

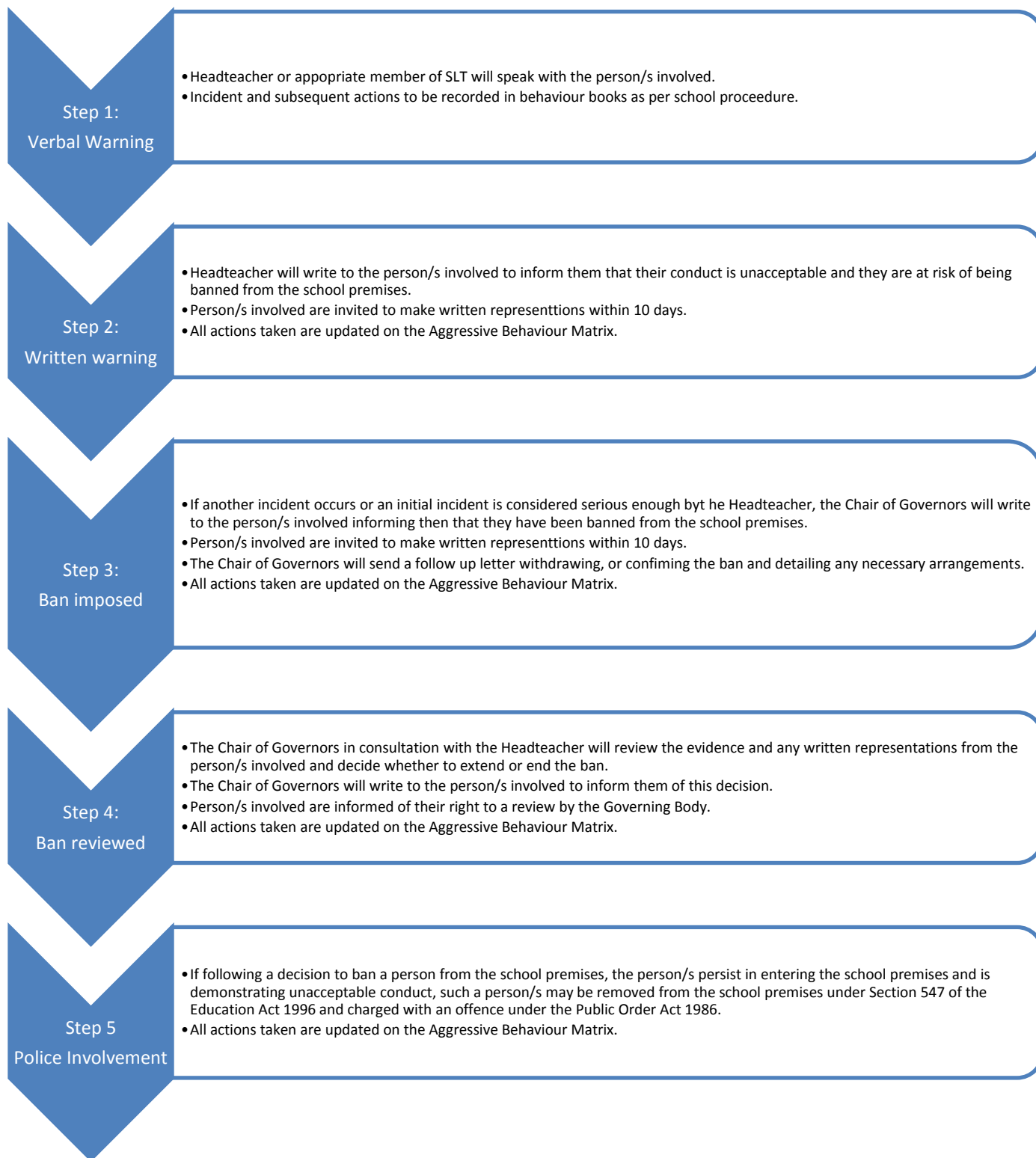
Yours sincerely,

Chair of Governing Body

Appendix 4:

Procedures for dealing with an incident involving abusive parents/visitors

NB: Escalation through these steps, resulting in a ban may occur at any time at the discretion of the Head Teacher in response to a significant incident. Any incidents of violent conduct would immediately proceed to step 5.



Signature: 01/02/2018

Kirstie Stuart – Chair of Staffing Committee