

## **ELMGROVE PRIMARY SCHOOL AND NURSERY**

# **Policy for Managing Unacceptable Behaviour by Parents, Carers or Visitors**

February 2026

Next review: February 2028

### **Statement of principles**

Elmgrove Primary School and Nursery enjoys and encourages close links with parents, carers and the wider community. We believe that pupils benefit when the relationship between home and school is a positive one and we are always happy to meet and discuss any concerns.

The vast majority of parents, carers and others visiting our school are keen to work with us and are supportive of the school. 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 school staff or the wider school community.

We expect all people on and around our premises to behave reasonably towards one another. We do not tolerate aggression, verbal or physical abuse by any person towards members of school staff, our pupils or other parents and visitors on our site. This policy outlines the steps that will be taken where behaviour is unacceptable.

### **Unacceptable behaviour may result in the police and local authority being informed.**

Our safeguarding and child protection procedures will be followed if necessary.

The following are non-exhaustive examples of such unacceptable behaviour:

- shouting at members of the school community, either in person or over the telephone;
- discrimination or harassment related to a protected characteristic under the Equality Act;
- Spreading malicious rumours or gossip by direct or indirect means including text message, 'WhatsApp' or any other social media;
- physically intimidating members of the school community, e.g. standing very close to her/him;
- the use of aggressive hand gestures;
- threatening behaviour;
- shaking or holding a fist towards another person;
- swearing;
- pushing;
- hitting, e.g. slapping, punching and kicking;
- spitting;

- racist, sexist, homophobic or transgender comments;
- breaching the school's security procedures.

Elmgrove staff will seek to behave professionally in these difficult situations and try to defuse the situation where reasonably possible, seeking the involvement of other colleagues. However, staff will prioritise their own safety and that of pupils and have the right to work without fear of aggressive behaviour, verbal or physical abuse.

## **Procedure to be followed**

If a parent, carer or other visitor behaves in an unacceptable way towards another member of the school community, the head teacher or appropriate senior staff will seek to resolve the situation through discussion and mediation. If necessary, the school's complaints procedures should be followed.

Where all procedures have been exhausted, and unacceptable behaviour continues, or where there is any act of violence, any person (parent or carer) may be banned by the head teacher from the school premises for a period of time, subject to review as defined in section 547 of the Education Act (1996).

In imposing a ban the following steps will be taken:

1. The parent/carer will be informed, in writing, that she/he is banned from the premises, subject to review, and what will happen if the ban is breached, e.g. that police involvement or an injunction application may follow.
2. Where an assault or any other illegal act has led to a ban, the police and local authority will be informed.
3. The chair of governors/Local Authority will be informed of the ban.
4. Where appropriate, arrangements for pupils being delivered to, and collected from the school gate will be clarified.

In implementing this policy, the school will, as appropriate, seek advice from the Local Authority's education, health and safety and legal departments, to ensure fairness and consistency.