

St. Pius X Catholic Primary School



DEALING WITH UNACCEPTABLE BEHAVIOUR BY PARENTS AND VISITORS ON SCHOOL PREMISES POLICY

MISSION STATEMENT

Together in God's loving family,
we believe, we learn, we grow.

This revision completed during:	December 2025
Date of next revision:	December 2028

Policy on Dealing with Unacceptable Behaviour by Parents (including carers) and Visitors on School Premises Policy

St. Pius X Catholic Primary School

1. Statement of Intent

The Governing Body of St. Pius X Catholic Primary School actively encourages close and positive relationships with parents, carers and the wider community. Pupils benefit most when home and school work together in a respectful and cooperative manner.

The vast majority of parents, carers and visitors to the school behave appropriately and are supportive of the school and its staff. However, on rare occasions, unacceptable behaviour may occur. This policy sets out the school's approach to dealing with such behaviour to ensure the safety, wellbeing and dignity of all members of the school community.

2. Our Commitment

The Governing Body expects all members of staff to act professionally and calmly in difficult situations and, where possible, to seek to defuse conflict and involve senior colleagues as appropriate.

All staff, pupils, parents and visitors have the right to be treated with respect and to work and learn in an environment free from fear, intimidation, abuse or violence. The school operates a **zero-tolerance approach** to any form of threatening, abusive or violent behaviour.

3. Expected Behaviour

Parents, carers and visitors are expected to:

- Treat staff, pupils and other parents with courtesy and respect
 - Communicate calmly and reasonably at all times
 - Follow school procedures for raising concerns or complaints
 - Comply with school security arrangements, including signing in at reception
-

4. Unacceptable Behaviour

The following behaviours are considered **serious and unacceptable** and will not be tolerated. This list is not exhaustive:

- Verbal abuse, intimidation, shouting or swearing (in person or by telephone)
- Persistent or excessive emails, phone calls or messages that amount to harassment, despite the school's best efforts to address a situation
- Inappropriate electronic communication, including abusive or defamatory comments about the school, staff or pupils on social media or via email
- Physical aggression or any form of unwanted physical contact
- Physical intimidation, such as standing unnecessarily close to a member of staff
- Aggressive or threatening gestures, including clenched fists
- Spitting
- Breaching school security procedures, including failure to report to reception

This is not an exhaustive list. Whilst the use of such behaviour is unacceptable in all circumstances, the school is particularly concerned to protect its pupils, staff and members of our school community from being exposed to such behaviour (whether or not directed at them).

5. Police Involvement

Unacceptable behaviour may result in the police being called or informed of an incident, particularly where there is violence, threat of violence or criminal behaviour.

6. Parental and Visitor Access to School Premises

Parents, carers (including those with parental responsibility) and visitors are normally granted a **"limited licence"** to enter school premises.

Where serious concerns arise regarding conduct and the safety of staff or pupils, the Headteacher has the authority to:

- Initiate dialogue or a formal meeting with the individual

- Issue a written warning outlining the misconduct and its impact
 - Impose conditions on access to the school site
 - Warn that continued misconduct may result in a ban
 - Impose a temporary ban, subject to review
 - Impose a permanent ban where necessary
-

7. Procedure for Dealing with Unacceptable Behaviour

Where a parent, carer or visitor behaves unacceptably:

1. The Headteacher or senior staff will seek to resolve the matter through discussion and mediation where appropriate.
 2. Parents will be advised to follow the school's formal complaints procedure if concerns remain unresolved.
 3. If unacceptable behaviour continues, or the seriousness of the incident warrants it, the Headteacher may impose a ban from school premises.
-

8. Imposing a Ban

When a ban is imposed, the following steps will be taken:

1. The individual will be informed **in writing** of the ban, its duration (if applicable), review arrangements, and the consequences of breaching the ban (including police involvement or legal action).
2. Where an assault has occurred, confirmation will be provided that the matter has been reported to the police.
3. The Chair of Governors will be informed.
4. Appropriate arrangements will be made for:
 - Communication regarding the pupil
 - Meetings with staff

- Safe delivery and collection of pupils
-

9. Recording and Monitoring

All staff are required to record incidents and significant communications with parents or visitors on **CPOMS**, in line with school procedures.

10. Review and Legal Advice

In implementing this policy, the school may seek advice from the Diocesan solicitors and/or the Local Authority to ensure fairness, consistency and compliance with legal requirements.

This policy will be reviewed regularly by the Governing Body.