



CASTLE PRIMARY SCHOOL

(including 2+ and 3+ settings)

Dealing with Unacceptable Behaviour on School Premises Policy

Lead: Headteacher

Approval: FGB

Review: Autumn 2019

This policy will detail how our School will deal with unacceptable behaviour on school premises by

- Setting out arrangements which contribute to keeping the school a suitable and safe place for children and staff
- upholding common standards of decency and an environment that sets a good example to all
- Setting out the procedure for what to do should an incident occur
- Establishing who the school needs to contact and how to report the incident
- Establishing what follow up action is needed

1. INTRODUCTION

The vast majority of parents and other visitors to Castle Primary are supportive of the school, its staff, the pupils, other parents and visitors. They act in a reasonable way, ensuring that the school is a safe, orderly environment in which pupils can learn. Occasionally, however, behaviour unsuitable for a primary school or a negative attitude is expressed in an aggressive, verbally abusive or physically abusive way towards others in the school community either on site, by telephone or other communication. These behaviours are unacceptable and will not be tolerated.

The school requires its staff to behave professionally in these difficult situations, attempting to defuse the situation wherever possible, and to seek the involvement of other members of staff as appropriate. However, all members of staff have the right to work without fear of harassment, violence, intimidation or abuse. In addition, children should expect the school to be a safe place where adults model resolving difficulties without resorting to such behaviours or shouting.

The school expects parents and other visitors to behave in a reasonable way towards all members of the school community. This policy outlines the steps that will be taken where the behaviour displayed falls below the standard expected.

The types of behaviour which are unacceptable and will not be tolerated are:

- shouting, either in person or over the telephone
- using intimidating or threatening language or behaviour (in person or via social media)
- swearing or using abusive language or behaviour
- using insulting language or behaviour (including homophobic or racist language)
- using aggressive or offensive hand gestures; being physical: pushing, shoving; jostling; hitting, slapping, punching or kicking
- spitting
- Being on school site under the influence of alcohol or non-prescription drugs
- Any other illegal behaviour
- Discussing inappropriate subjects on the school site (eg, drugs or other adult or illegal behaviour)
- any other behaviour likely to cause offence to anybody that causes alarm, distress or fear that violence may be used against them or others

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

Other criminal offences

Unacceptable behaviour by a parent or visitor can also amount to several other forms of criminal offence. Some of these criminal offences are listed below:

- **Common Assault**
This is committed when member of the School community has been assaulted and no injury or very minor injuries have been caused. The offence is more serious if it is racially aggravated by the words or behaviour used just before or during the assault.
- **Assault occasioning Actual Bodily Harm**
This is committed when a member of the School community has been assaulted and slightly more serious injuries have been caused falling short of fractures or deep wounds. The offence is more serious if it is racially aggravated by the words or behaviour used just before or during the assault.
- **Grievous Bodily Harm**
This is committed when a member of the School community has been assaulted and serious injuries have been caused such as fractures or deep wounds. The offence is more serious if it is racially aggravated by the words or behaviour used just before or during the assault, and there are two forms of the offence; intention to cause the injury (the more serious of the two) and being reckless as to causing the injury.
- **Public Order Offences**
This group of offences are committed when a parent or visitor has used threatening, abusive or insulting words or behaviour likely to cause harassment, alarm or distress; or likely to cause fear of violence; or with intent to cause fear of violence; or using or threatening unlawful violence likely to make those witnessing the incident fear for their safety.
- **Criminal Damage**
This is committed when a parent or visitor has destroyed or damaged property belonging to the School or a member of the School community, intending to do so or being reckless as to doing so. The offence is more serious where the damage was caused by fire, or there was an intention or recklessness as to endangering life.
- **Possession of an Offensive Weapon or Bladed Article on School Premises**
This is committed when a parent or visitor enters the school's premises with a knife or an offensive weapon. It does not matter if the parent or visitor intended to use the knife or weapon
- **Discriminatory Behaviour**
Any behaviour which is discriminatory or contravenes the Equalities Act 2010

Where the school believes that a parent or visitor's conduct would amount to a criminal offence will be reported to the police for immediate investigation and be supportive of any future prosecution. The school will co-operate fully with the police, including encouraging all members of the school community to provide witness statements and to attend court to give evidence at a trial.

Where a parent or visitor's conduct amounts to a criminal offence, the school will, in all but exceptional cases, immediately withdraw their "implied permission" to enter and be on the school's premises.

2. RESPONSIBILITIES

The Role of the Governing Body

The Governing Body have a vital role in ensuring the emotional well-being and safety of all members of the school community. They take their responsibilities seriously and as such monitor all

incidents of inappropriate behaviour; abuse; threats; intimidating behaviour or violence at school
- advising and taking action where necessary.

Members of the Governing Body are given a report from the school at each Full Governing Body Meeting which summarises the number, range and outcome of any incident recorded on the school's *Incident Report Form*.

- If a Deputy Headteacher or other senior leader records an incident on the Incident Reporting Form, the Headteacher will take appropriate action seeking advice from the Chair of Governors as necessary.
- If the Headteacher records an incident on the *Incident Reporting Form*, the Chair of Governors will take appropriate action seeking legal advice.

The Headteacher will write a letter to parents outlining the reasons and content of this policy annually, ensuring there are regular reminders throughout the year via the newsletter.

Responsibilities of Headteachers

- The Headteacher has the prime responsibility in the school to ensure that children, staff and all visitors to the school are protected and sets a good example to others. This responsibility is delegated to the members of the Leadership Team who share responsibility for the safety of children and staff on a day to day basis.
- The Headteacher will ensure that the necessary arrangements are in place to comply with the requirements of this policy.
- The Headteacher will provide reports to the Governing Body and seek necessary support.

Responsibilities of Staff

Staff will follow means outlined in this policy to

- Ensure that positive relationships with parents are established.
- Pupils are protected from harm and avoidable involvement in incidents which affect their emotional well-being or enjoyment of school.
- Ensure that they take adequate protection to keep themselves safe from harm through involvement in such incidents covered in this policy. It is recognised that any involvement will not be initiated by the member of staff.

Responsibilities of Parents

Parents will be responsible for

- Adhering to the values of the school and demonstrating respect for staff and others involved in providing education.
- Behaving at all times in a manner which is cordial and collaborative and is non-abusive, non-threatening and involves no violence.
- Supporting the school in establishing positive relationships and being role-models to children.

3. MEASURES TO AVOID, PREVENT AND DE-ESCALATE INCIDENTS

- When an incident occurs, the school should undertake a risk assessment in order to ascertain which steps need to be under taken, if any, which might help to avoid, prevent, minimise or mitigate incidents where staff might be subjected to abuse, threats and violence and decide which other agencies may need to be involved.
- Staff are advised, in the event of an incident to
 - Speak calmly and without raising the voice.
 - Be assertive but not aggressive.
 - Be polite but firm.

- Seek assistance.
- Think about an escape route, should the need arise.
- Walk away or end the conversation by putting down the phone after warnings of the intention to do this.
- In the event of an emergency, in the first instance, staff will take steps to make themselves safe and then request assistance from a senior member of staff if available, otherwise the nearest member(s) of staff.
- The member of the Senior Leadership Team will request that the person causing offence leave the premises. Should the person not leave the premises, then the member of SLT will call the police. The incident will be reported to the Governing Body who will provide reassurance to the victim and support any action taken by the school.
- Following an incident, consideration should be given as to whether the member of staff concerned should be temporarily relieved of any duties or responsibilities or provide additional support or counselling. Additionally where a member of staff suffers shock or injury, the member of staff should be given first aid, as necessary and should consult a doctor as soon as practicable and secure a written medical statement concerning the injuries.
- Staff may feel they need support - peer support will be given and access to the Employee Assistance Programme. In the longer term, support can be obtained from the member of staff's trade union or from Victim Support or school legal advisers.
- All parties involved should take into account the needs, views, feelings and wishes of the victim/s at every stage. The school will ensure that sympathetic and practical help, support and counselling are made available to the victim at the time of the incident and subsequently.
- In the event of a physical assault by a pupil, the Headteacher should give consideration to the exclusion of the pupil concerned in accordance with the Behaviour Policy and guidance from the DfE.
- The school has access to a legal service who can write directly to the perpetrator/s advising them of the school's legal position and what action may be taken against them.

4. PROCEDURES TO USE WHEN DEALING WITH INCIDENTS

Permission to enter and be on the school's premises

Parents have 'implied permission' to enter and be on the school's premises for reasons relating to their child/children's education. This means that parents are welcome to come onto site to drop off and collect their children, to speak to teachers and other members of staff about their children, or for meetings, parents' evenings and social events. Parents do not have a legal right to enter or be on the school's premises without a good reason.

In education law, the term 'parent' includes the natural or adoptive parents of a pupil, as well as a non-parent with care of a pupil and a non-parent with parental responsibility of a pupil. For the purposes of this policy only, the term 'parent' will also include a non-parent who does not have care of or parental responsibility for a pupil, but who is involved in looking after a pupil on a regular basis (for example, a childminder, non-resident partner of a parent or relative who takes the pupil to or from school, is involved with the care of the pupil in some other way, or a person whose emergency contact number we have been provided with).

Other visitors also have 'implied permission' to enter and be on the school's premises if they have a reason, for example a courier or delivery person, or a member of the public attending the school's office to make enquiries about something. Members of the public without a good reason for entering or being on the school premises are trespassing.

Withdrawal of permission to enter and be on the school's premises

The school has the right to withdraw the 'implied permission' for a parent or visitor to enter or be on the school's premises if their behaviour, while they were previously on the school site was

unacceptable or if their presence on the school site would be intimidate to someone they have previously behaved unacceptable towards. The withdrawal of the 'implied permission' will be effective as soon as the parent or other visitor has been told. They must leave and are prohibited from being on the site. This will be confirmed in writing by recorded delivery if the home address is known. The procedure that the school will follow is outlined in further detail below.

Once the 'implied permission' has been withdrawn, the school will ask the police to remove the parent or visitor if they appear on the school's premises. If the parent or visitor causes a nuisance or disturbance while they are on the school's premises, they may also be prosecuted in the criminal courts under Section 547 of the Education Act 1996, be liable to pay a fine of up to £500.00 and have a criminal conviction recorded against them.

Where a parent has had their 'implied permission' to enter and be on the school's premises withdrawn, the school will, in appropriate cases, make alternative arrangements for the parent's children to be dropped off and collected from the school, and in relation to parents' evenings and other meetings.

The procedure for withdrawing implied permission to be on the school's premises

The initial decision to withdraw 'implied permission' will be made by the Headteacher or, in the Headteacher's absence from school, the Deputy Headteacher. The decision will be reviewed on a regular basis by the Chair of Governors, who can delegate this task to another governor in appropriate cases.

Stage 1 - WARNING LETTER FROM THE HEADTEACHER BEFORE IMPLIED PERMISSION WITHDRAWN

Where a parent or visitor has behaved in a way which is unacceptable to the school for the first time, they are likely to receive a letter warning them that, if the behaviour is repeated, their 'implied permission' to enter and be on the school's premises will be withdrawn. The Headteacher will send a letter¹ to the parent or visitor confirming the warning and the consequences of failing to heed it.

However, where the unacceptable behaviour is serious and/or amounts to a criminal offence, it is likely that the parent or visitor's 'implied permission' will be withdrawn immediately without warning under Stage 2.

Stage 2 – LETTER FROM HEADTEACHER WITHDRAWING IMPLIED PERMISSION

Where a parent or visitor has already received a warning letter under Stage 1 and has behaved in an unacceptable way again, or where a parent or visitor has engaged in serious misconduct and/or conduct amounting to a criminal offence, their 'implied permission' to enter and be on the school's premises will be withdrawn. If possible, they will be verbally informed that they are prohibited from entering or being on the school's premises immediately after the incident or as soon as practicable thereafter. In any event, the Headteacher will send a letter² to the parent or visitor confirming the withdrawal of their 'implied permission' and the consequences of failing to comply.

The prohibition will initially last for **ten school days** from the date of the letter. The parent or visitor will be invited to provide written comments within **five school days** of the date of the letter. By the **tenth school day** from the date of the letter, the Chair of Governors will review the Headteacher's decision in accordance with Stage 3 (whether or not any written comments have been received)

¹ Letter 1

² Letter 2

having been provided with all documentation relating to the incident (and any previous incidents), the Headteacher's record of the decision and the reasons for it.

Stage 3 – REVIEW OF HEADTEACHER'S DECISION BY CHAIR OF GOVERNORS

The Chair of Governors will, within **ten school days** of the date of the letter notifying the parent or visitor of the Headteacher's decision to withdraw their 'implied permission' to enter and be on the school's premises, review the decision made, having considered all documentation relating to the incident (and any previous incidents), the Headteacher's record of the decision, the reasons for it, confirmation as to whether the parent or visitor has complied with the instruction, and any written comments received from the parent or visitor.

The Chair of Governors must consider whether, with the benefit of hindsight, the Headteacher's decision, made in the immediate aftermath of the incident, was unjustified; whether, although the Headteacher's decision was justified at the time, the withdrawal of 'implied permission' for a period of ten school days is sufficient to serve as a warning and to allow the parent or visitor time to reflect upon their past and future behaviour; or whether the Headteacher's decision was entirely justified and should be confirmed for further review at a later date.

The Chair of Governors will, by the **tenth school day** of the date of the letter, write to the parent or visitor confirming whether the decision of the Headteacher has been confirmed³ or revoked⁴, stating their reasons.

Where the decision has been confirmed, the letter will confirm the date of the next review, which will be for a period of between fifteen and thirty school days, or until the last day of the term or half term period, at the Chair of Governor's discretion, subject to **a maximum period of thirty school days**.

Where the decision has been confirmed, the parent or visitor will be invited to provide further written comments **at least five school days** before the date of the next review. These comments should be restricted to the parent or visitor's conduct since the decision was last confirmed or any new consequences of the decision, and should not repeat comments provided previously which the Chair of Governors will already be in possession of.

Stage 4 – FURTHER REVIEWS OF THE DECISION

Where the Headteacher's decision was confirmed by the Chair of Governors under Stage 3, or the decision has previously been confirmed under Stage 3, the Chair of Governors will carry out a further review of the decision **by the review date**, having considered all documentation relating to the incident (and any previous incidents), the Headteacher's record of the original decision, the reasons for it, confirmation as to whether the parent or visitor has complied with the instruction since the last review, any written comments provided by the parent or visitor previously, the record of the Chair of Governors' previous review, and any further written comments received from the parent or visitor following the last review.

The Chair of Governors must consider whether, in view of the length of time that the parent or visitor has been prohibited from entering or being on the school's premises, and in light of the parent or visitor's conduct since their "implied permission" was withdrawn, and in consideration of any genuine assurances given in their written comments as to their future conduct, it is now appropriate to revoke the decision to withdraw their "implied permission" to enter and be on the school's premises.

³ Letter 3A

⁴ Letter 3B

The Chair of Governors will, by the **review date**, write to the parent or visitor confirming whether the decision has been further confirmed⁵ or revoked⁶, stating their reasons.

Where the decision has been further confirmed, the letter will confirm the date of the next review, which will be for a period of between fifteen and thirty School days, or until the last day of the term or half term period, at the Chair of Governor's discretion, subject to **a maximum period of thirty school days**.

Where the decision has been further confirmed, the parent or visitor will be invited to provide further written comments **at least five school days** before the date of the next review. These comments should be restricted to the parent or visitor's conduct since the decision was last confirmed or any new consequences of the decision, and should not repeat comments provided previously which the Chair of Governors will already be in possession of.

The procedure under Stage 4 will be followed in relation to all further reviews.

Prohibiting third parties from entering and being on school premises

The procedure outlined above relates to parents and visitors who had a valid reason for entering and being on the school's premises. Sometimes, members of the public enter the school's premises when they have no good reason for doing so (for example, they do not have children registered as pupils at the school, and they are not delivering items or making valid enquiries at the school's office).

Such people do **not** have 'implied permission' to enter and be on the school's premises, and are therefore trespassing. This means that, if they are causing a nuisance or disturbance on the school's premises, they can be prosecuted under Section 547 of the Education Act 1996. In those circumstances, the school will inform the third party that they are trespassing and ask them to leave the school's premises and, in appropriate cases, call the police and support any prosecution for criminal offences which follows.

Although third parties do not have 'implied permission' to enter and be on the school's premises, for the avoidance of doubt, where the address of the third party is known, the Headteacher will write to the third party⁷ warning them of the consequences of reappearing on the school's premises.

Involving the police and providing support for victims

Avon and Somerset Constabulary would normally expect all cases of assault, and all but the most minor of other incidents to be regarded as serious matters which should be reported to the police and followed up with due care, attention and rigour. The 999 call system should always be used when the immediate attendance of a police officer is required. The police support the use of 999 in all cases where

- There is a danger to life.
- There is a likelihood of violence.
- An assault is, or believed to be, in progress.
- The offender is on the premises.
- The offence has just occurred and an early arrest is likely.

In non-urgent cases, where the incident is not thought to be an emergency but police involvement is nevertheless required, Avon and Somerset Constabulary should be contacted on 101 so that an incident log can be created for possible further reference.

⁵ Letter 4A

⁶ Letter 4B

⁷ Letter 5X

In the event of a subsequent prosecution and the requirement for staff/ the victim to give evidence in court, support can be provided by the school's legal advisers if it is not available from Victim Support.

Subsequent to any incident staff have access to the Employee Assistance Programme.

Managing cases involving harassment

Situations can arise where staff find themselves subjected to a pattern of persistent, unreasonable behaviour from individual parents (directly or through social media) which is not abusive or overtly aggressive but which can be perceived as intimidating and oppressive. In these circumstances, staff may be faced with unrealistic demands or frequent criticism 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 or visitor may constitute an offence under the Protection of Harassment Act 1997. If so, the police have powers to take action against the offender.

If the actions of a parent or visitor appear to be heading in this direction, the Headteacher has the options of:

- writing and/or talking to the parent explaining the gravity of the situation and possible consequences/outcomes
- using the school's legal services prohibiting the parent or visitor from the school premises

Other legal measures

The Headteacher may also decide to use the following legal measures where available:

- Section 222 Local Government Act 1972
- Anti-Social Behaviour Orders
- 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
- Equalities Act 2010

The Headteacher will use the school's legal advisors to consult on the best course of action to undertake and can act on behalf of the school.

Non-Statutory Measures

Aside from legal remedies detailed above, following an incident, the following strategies may also be used:

- If appropriate, parents will be invited to make an appointment to speak to their child's class teacher should an issue arise that they wish to discuss, a member of the senior leadership team will be present at this meeting and the discussion will be recorded.
- A classteacher may refuse to speak to a parent if the level of aggression increases during the meeting and is deemed to be unacceptable. In this case the meeting will be closed and the parent asked to leave the site.
- The Headteacher/member of SLT may request an appointment with the parent in place of the class teacher to discuss the incident. It is advisable to have a witness present at this meeting.
- Any member of staff has the right to call 999 and seek assistance should they be confronted by verbal abuse or the threat of physical assault against them.

Incidents occurring off-site

Any incident involving a member of staff occurring off-site is also the concern of the school provided that it arises through the course of, or out of the performance of, a member of staff's work. The procedures set out above should be followed by the Headteacher/SLT as far as possible or appropriate.

5. RECORDING AND REPORTING INCIDENTS

Any incident or adverse event must be recorded.

The Incident Form should be used to record any incident, for example involving:

- Unacceptable or illegal behaviour
- Abusive social media comments
- Verbal abuse
- Sexual or racial abuse
- Threats
- Aggression
- Physical violence
- Intimidating behaviour
- Intentional damage to personal property

The form should be completed as soon as possible. For an incident involving or witnessed by a child, a member of staff should complete the form on their behalf. However, any discussion between one witness and another should not precede completion of this form, as this might lead to allegations of collusion.

NB – In addition

- Any racist or homophobic comments will be recorded using the relevant form for the school's records
- Any injuries to staff or children must be recorded on an Accident Form

The recording and reporting of incidents are important because they can enable the school and employees:

- To meet their statutory duties in compliance with the Health & Safety at Work Act and Regulations, the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR) and Social Security Regulations.
- To collect evidence that may later be necessary if proceedings are brought against the alleged assailant and to prepare reports for the Board and Governors.
- To assist the school's insurers should any claim for compensation be made.
- To help in reviewing policies and informing future risk assessments.

In some instances, the school may need to carry out a risk assessment in relation to a specific individual whose behaviour has been, or may be, a cause for concern.

6. EQUAL OPPORTUNITIES

When writing and reviewing this policy staff have completed an Equality and Diversity Impact Assessment in order to ensure it complies with equality obligations outlined in anti-discrimination legislation. We believe the policy positively reflects the aims and ambitions identified in our School Equal Opportunities Policy.

7. PUBLICATION AND REVIEW

This policy will be published on the school's website and reviewed annually by the Governing Body.

Signed:
Headteacher

Date:

Signed:
Chair of Governors

Date:

[LETTER 1 - TEMPLATE LETTER TO PARENT/CARER – WARNING BEFORE IMPOSING BAN]

BY RECORDED DELIVERY

[INSERT NAME]

[INSERT ADDRESS]

[INSERT POSTCODE]

[INSERT DATE]

Dear [Mr] [Mrs] [INSERT SURNAME]

I have received a report about your unacceptable conduct on [INSERT DATE] at approximately [INSERT TIME] when I have been informed that you [INSERT SUMMARY OF INCIDENT, INCLUDING EFFECT UPON STAFF, PUPILS OR OTHER PARENTS].

I must inform you that [INSERT NAME OF SCHOOL] will not tolerate conduct of this nature on its premises and will act to defend its teachers, members of staff, students and their parents, and other members of the school community.

I am therefore putting you on notice that, if I receive a further report of unacceptable conduct from you, I will have no option but to instigate the school's formal procedure to withdraw your permission to enter or be on the premises of [INSERT NAME OF SCHOOL].

A copy of the school's Policy for Dealing with Unacceptable Behaviour on School Premises is attached for your consideration.

I should warn you that, if your permission to enter or be on school premises is withdrawn, you can be removed from the premises by a police officer and you may be prosecuted under Section 547 of the Education Act 1996. If convicted under that section, you will be liable to a fine of up to £500.00 and have a criminal conviction recorded against you.

[If you have any concerns about the school which have led to your unacceptable conduct, you should raise these with the school in accordance with the school's Complaints Policy, a copy of which is attached for your consideration.]⁸

I trust that we will now be able to put this matter firmly behind us.

Yours [faithfully] [sincerely]

[INSERT NAME]

Headteacher

enc

⁸ This paragraph should be included where it is clear from the circumstances surrounding the incident that the parent/carer or visitor has concerns which should be dealt with as a complaint under the school's Complaints Policy.

[LETTER 2 - TEMPLATE LETTER TO PARENT/CARER - IMPOSING INTERIM BAN ON ENTERING SCHOOL PREMISES]

BY RECORDED DELIVERY

[INSERT NAME]

[INSERT ADDRESS]

[INSERT POSTCODE]

[INSERT DATE]

Dear [Mr] [Mrs] [INSERT SURNAME]

[Further to my letter dated [INSERT DATE],] I have received a [further]⁹ report about your unacceptable conduct on [INSERT DATE] at approximately [INSERT TIME] when it is alleged that you [INSERT SUMMARY OF INCIDENT, INCLUDING EFFECT UPON STAFF, PUPILS OR OTHER PARENTS].

I must inform you that [INSERT NAME OF SCHOOL] will not tolerate conduct of this nature on its premises and will act to defend its teachers, members of staff, students and their parents, and other members of the school community. I am therefore instructing you that (for a temporary period) you are not to enter or be on the school's premises.

If you do not comply with this instruction, I shall arrange for a police officer to remove you 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 £500.00 and a criminal conviction will be recorded against you.

The withdrawal of permission for you to enter or be on the school premises takes effect immediately. However, the Chair of Governors will need to decide whether my decision should be confirmed. Before the review of my decision takes place, you have the opportunity to provide in writing any comments or observations of your own in relation to the report of 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 the Chair of Governors to review my decision at an early stage, you are asked to send any written comments you wish to make within five school days from the date of this letter, i.e. by [INSERT DATE]. The Chair of Governors will review my decision within ten school days of the date of this letter, whether or not any written comments are received from you.

If, after considering your written comments, the Chair of Governors takes the view that my decision should be confirmed, you will be provided with written details of when a further review of the decision will take place.

[A copy of the school's Policy for Dealing with Unacceptable Behaviour on School premises is attached for your consideration.]¹⁰

[In the case of infant school children insert:

⁹ The should be included where the parent /carer or visitor received Letter 1 (warning letter) following an earlier incident.

¹⁰ This paragraph should be removed where the parent or visitor received Letter 1 (warning letter) following an earlier incident.

Until the review has taken place, arrangements have been made for your [son] [daughter] [children] to be collected and returned to you at the school gate by a member of the school's staff.]

[In the case of a primary/secondary school children insert:

Until the review has taken place, you may bring your [son] [daughter] [children] to school and collect [him] [her] [them] at the end of the school day, but you must not go beyond the school gate or cross the boundary of the school premises.]

[If you have any concerns about the school which have led to your unacceptable conduct, you should raise these with the school in accordance with the school's Complaints Policy, a copy of which is attached for your consideration.]¹¹

Yours [faithfully] [sincerely]

**[INSERT NAME]
HEADTEACHER**

¹¹ This paragraph should be removed where the parent/carer or visitor received Letter 1 (warning letter) with a copy of the school's Complaints Policy.

[LETTER 3A - TEMPLATE LETTER TO PARENT/CARER - CONFIRMING BAN ON ENTERING SCHOOL PREMISES (AFTER INTERIM BAN)]

BY RECORDED DELIVERY

[INSERT NAME]

[INSERT ADDRESS]

[INSERT POSTCODE]

[INSERT DATE]

Dear [Mr] [Mrs] [INSERT SURNAME]

On [INSERT DATE], the Headteacher wrote to you informing you that [he] [she] had withdrawn permission for you to enter and be on the premises of [INSERT NAME OF SCHOOL] following a report of your unacceptable conduct on [INSERT DATE]. [This followed an earlier incidence of unacceptable conduct on [INSERT DATE], following which the Headteacher wrote to you warning you that the school's formal procedure for withdrawing your permission to enter or be on the school's premises would be instigated if your unacceptable behaviour was repeated.]¹²

To enable me to determine whether to confirm the decision for a longer period, you were given the opportunity of providing your written comments in relation to the incident by [INSERT DATE].

[Insert Either:

As at the date of this letter, I have not received any written comments from you, and I have therefore reviewed the Headteacher's decision on consideration of the documentation I have been provided with by the school only.]

[Or:

I received your written comments on [INSERT DATE], the contents of which I have carefully considered, together with documentation I have been provided with by the school.]

I have determined that the decision to withdraw permission for you to come onto the school's premises should be confirmed.

I am therefore instructing that you are not to enter or be on the school's premises without the prior knowledge and permission of the Headteacher which will only be given for a good reason (for example, a parents' evening or a pre-arranged meeting).

If you do not comply with this instruction, the school will arrange for a police officer to remove you from the premises, and you may be prosecuted under Section 547 of the Education Act 1996. If convicted, you are liable to a fine of up to £500.00 and a criminal conviction will be recorded against you.

Notwithstanding this decision, the Headteacher, other members of staff and the Governing Body remain committed to the education of your [son] [daughter] [children], who must continue to attend school as normal under the arrangements set out in the letter dated [INSERT DATE].

¹² This text should be included where the parent/carer or visitor received Letter 1 (warning letter) following an earlier incident.

I will take steps to review the continuance of this decision again on [INSERT DATE]. In deciding whether it is necessary to extend the withdrawal of permission to enter or be on the school's premises, I will take into account the extent of your compliance with my instruction, any appropriate and sincere expressions of regret and any assurances of future good conduct received from yourself, together with evidence of your co-operation with the school in other respects.

If you wish to provide additional written comments for me to consider when I carry out my further review, please send them to the school to arrive at least five working days before the date of my further review, i.e. by [INSERT DATE]. Any such additional comments should be restricted to your conduct since the decision was last confirmed or any new consequences of the decision, and should not repeat comments provided previously of which I am already in possession.

Yours [faithfully][sincerely]

[INSERT NAME]

CHAIR OF GOVERNORS

**[LETTER 3B - TEMPLATE LETTER TO PARENT/CARER - LIFTING BAN ON ENTERING SCHOOL PREMISES
(AFTER INTERIM BAN)]**

BY RECORDED DELIVERY

[INSERT NAME]

[INSERT ADDRESS]

[INSERT POSTCODE]

[INSERT DATE]

Dear [Mr] [Mrs] [INSERT SURNAME]

On [INSERT DATE], the Headteacher wrote to you informing you that [he] [she] had withdrawn permission for you to enter and be on the premises of [INSERT NAME OF SCHOOL] following a report of your unacceptable conduct on [INSERT DATE]. [This followed an earlier incidence of unacceptable conduct on [INSERT DATE], following which the Headteacher wrote to you warning you that the school's formal procedure for withdrawing your permission to enter or be on the school's premises would be instigated if your unacceptable behaviour was repeated.]¹³

To enable me to determine whether to confirm this decision for a longer period, you were given the opportunity to provide your written comments in relation to this incident by [INSERT DATE].

[Insert Either:

As at the date of this letter, I have not received any written comments from you, and I have therefore reviewed the Headteacher's decision on consideration of the documentation I have been provided with by the school only.]

[Or:

I received your written comments on [INSERT DATE], the contents of which I have carefully considered, together with documentation I have been provided with by the school.]

I have decided that it is not necessary to confirm this decision on this occasion, and I am therefore restoring to you permission to enter and be on the school's premises, with immediate effect.

I do, however, remain concerned in relation to your conduct on [INSERT DATE], and I must warn you that, if there is any repetition of your behaviour, the Headteacher will not hesitate to withdraw permission for you to come on to the school's premises again.

I hope that we can now draw a line under this matter and look forward to an improved relationship between yourself and the school in the future.

Yours [faithfully] [sincerely]

[INSERT NAME]

CHAIR OF GOVERNORS

¹³ This text should be included where the parent/carer or visitor received Letter 1 (warning letter) following an earlier incident.

[LETTER 4A - TEMPLATE LETTER TO PARENT/CARER - CONFIRMING BAN ON ENTERING SCHOOL PREMISES (FOLLOWING FURTHER REVIEW)]

BY RECORDED DELIVERY

[INSERT NAME]

[INSERT ADDRESS]

[INSERT DATE]

Dear [Mr] [Mrs] [INSERT SURNAME]

I wrote to you on [INSERT DATE] confirming the decision to withdraw permission for you to enter and be on the premises of [INSERT NAME OF SCHOOL].

In that letter, I advised you that I would take steps to review the decision again on [INSERT DATE] and invited you to provide me with any additional written comments that you have by [INSERT DATE].

[Insert Either:

As at the date of this letter, I have not received any additional written comments from you, and I have therefore reviewed the decision on consideration of the documentation already in my possession, together with further documentation received from the school confirming your compliance with my instruction, only.]

[Or:

I received additional written comments from you on [INSERT DATE], the contents of which I have carefully considered, together with the documentation already in my possession and further documentation received from the school confirming your compliance with my instruction.]

I have determined that it is not yet appropriate for me to revoke the decision to withdraw your permission to enter and be on the school's premises. This is because [INSERT REASONS].

I therefore confirm my instruction that you are not to enter or be on the school's premises without the prior knowledge and permission of the Headteacher which will only be given for a good reason (for example, a parents' evening or a pre-arranged meeting).

If you do not comply with this instruction, the school will arrange for a police officer to remove you 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 £500.00 and a criminal conviction will be recorded against you.

Notwithstanding this decision, the Headteacher, other members of staff and the Governing Body remain committed to the education of your [son] [daughter] [children], who must continue to attend school as normal under the arrangements set out in the letter dated [INSERT DATE].

I will take steps to review the continuance of this decision again on [INSERT DATE]. In deciding whether it is necessary to extend the withdrawal of permission to come onto the school's premises, I will take into account the extent of your compliance with my instruction, any appropriate and sincere expressions of regret and any assurances of future good conduct received from yourself, together with evidence of your co-operation with the school in other respects.

If you wish to provide additional written comments for me to consider when I carry out my further review, please send them to the school to arrive at least five working days before the date of my further review, i.e. by [INSERT DATE]. Any such additional comments should be restricted to your conduct since the decision was last confirmed or any new consequences of the decision, and should not repeat comments provided previously of which I am already in possession.

Yours [faithfully] [sincerely]

[INSERT NAME]
CHAIR OF GOVERNORS

[LETTER 4B - TEMPLATE LETTER TO PARENT/CARER - LIFTING BAN ON ENTERING SCHOOL PREMISES (FOLLOWING REVIEW)]

BY RECORDED DELIVERY

[INSERT NAME]

[INSERT ADDRESS]

[INSERT POSTCODE]

[INSERT DATE]

Dear [Mr] [Mrs] [INSERT SURNAME]

I wrote to you on [INSERT DATE] confirming the decision to withdraw permission for you to enter and be on the premises of [INSERT NAME OF SCHOOL].

In that letter, I advised you that I would take steps to review the decision again on [INSERT DATE] and invited you to provide me with any additional written comments that you have by [INSERT DATE].

[Insert Either:

As at the date of this letter, I have not received any additional written comments from you, and I have therefore reviewed the decision on consideration of the documentation already in my possession, together with further documentation received from the school confirming your compliance with my instruction, only.]

[Or:

I received additional written comments from you on [INSERT DATE], the contents of which I have carefully considered, together with the documentation already in my possession and further documentation received from the school confirming your compliance with my instruction.]

I have determined that it is now appropriate to revoke the decision to withdraw your permission to enter and be on the school's premises. I am therefore restoring to you permission to come on to the school's premises with immediate effect.

I do, however, remain concerned in relation to your conduct on [INSERT DATE], and I must warn you that, if there is any repetition of your behaviour, the Headteacher will not hesitate to withdraw permission for you to come on to the school's premises again.

I hope that we can now draw a line under this matter and look forward to an improved relationship between yourself and the school in the future.

Yours [faithfully] [sincerely]

[INSERT NAME]

CHAIR OF GOVERNORS

[LETTER 5X - TEMPLATE LETTER TO MEMBER OF PUBLIC - IMPOSING BAN ON ENTERING SCHOOL PREMISES]

BY RECORDED DELIVERY

[INSERT NAME]

[INSERT ADDRESS]

[INSERT POSTCODE]

[INSERT DATE]

Dear [Mr] [Mrs] [INSERT SURNAME]

I have received a report about your unacceptable conduct on [INSERT DATE] at approximately [INSERT TIME] when it is alleged that you entered the premises of [INSERT NAME OF SCHOOL] and [INSERT SUMMARY OF INCIDENT, INCLUDING EFFECT UPON STAFF, STUDENTS, PARENTS OR OTHER VISITORS].

You have no lawful authority to enter or be on the school's premises, and I must inform you that the school will not tolerate conduct of this nature on its premises and will act to defend its staff, students and their parents, and other members of the school community. I am therefore instructing you that you are not to enter or be on the school's premises in the future.

If you do not comply with this instruction, I shall arrange for a police officer to remove you from the school's 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 £500.00 and a criminal conviction will be recorded against you.

Yours [faithfully] [sincerely]

[INSERT NAME]
HEADTEACHER

CASTLE PRIMARY SCHOOL

Incidents of Illegal or Inappropriate Behaviour including Abuse, Threats, Intimidating Behaviour or Violence

As a general rule our school is a safe and orderly place where relationships between members of the school community demonstrate mutual respect and recognition of shared responsibility for pupils' welfare and education. Parental involvement is an important factor in education success and in dealing with emerging problems at an early stage. However, on the rare occasions the behaviour of a few parents can cause severe disruption or worse, resulting in inappropriate, abusive or illegal behaviour. In these rare incidents we would ask those concerned to complete this form and hand it back to the Headteacher who will decide what action needs to be taken to ensure that this does not happen again.

Name	Date of birth	Gender	Address
Date and time of the incident	Location of the incident	Initials of the perpetrator	Witnesses (if any)

Brief description of incident:

Signature:

The perpetrator:

Was verbally unpleasant for intimidating in person or on the phone	Shouted	Physically touched	Stood within six inches of body	Swore	Used physical gestures ie two fingers	Made verbal threats of physical harm	Made verbal threats if you did not respond to their demand	Used other items as a form of threat	Raised their voice at you	Other

The incident made me:

Concerned for the well-being of children	Concerned for the well-being of adults	Cry	Shake	Angry	Cause other physical responses e,g headaches	Not want to come to school	Frightened	Lose sleep	Worry	Other

Action taken by the Headteacher:

Reported to the police:	Reported to RIDDOR: