



Parent, Carer and Visitor Conduct Policy

**Promoting respectful and acceptable behaviour by parents,
carers and visitors**

OVERVIEW

Schools are private places even though they serve a public function. Parents and guardians of pupils who are on the school roll have an implied licence to enter school premises however the headteacher and governors have the power set out the conditions and terms of this licence. The headteacher is legally responsible for the day to day running and organization of the school and so sets the acceptable standard for the behaviour of adult visitors to the site. The parent's licence can be withdrawn by the headteacher if they behave in a manner that is harmful to the other individuals using the premises. The ethos of this school requires all adult visitors to behave in an acceptable manner when on school premises. On almost all occasions parents, guardians and other adults are polite, proper and behave in an acceptable manner when they are on the school site. On very rare occasions the behaviour of an adult falls below the standard that the school expects. This policy outlines how any such situation will be dealt with.

OBJECTIVES

1. To ensure that adults visiting the school behave in a polite and proper manner and that they conduct themselves in an acceptable way.
2. To ensure that all adults including visitors and members of staff are treated properly and respectfully.
3. To protect all in school from intimidating, unreasonable or threatening behaviour.
4. To ensure that people raise issues or complaints in a polite, proper and acceptable manner.
5. To ensure that abusive, threatening, intimidating, aggressive or persistently unreasonable behaviour is not accepted on school premises or in communications with the school.

STRATEGIES

1. If the unreasonable or unacceptable behaviour of an adult causes concern, the headteacher (or another senior leader where appropriate) will ask the person to modify their behaviour and remind them of the standard expected. If they are unable or unwilling to comply, they may be required to leave and to arrange any further contact with the school appropriately.
2. Where a visitor becomes angry, abusive, threatening, aggressive or intimidating, staff will prioritise safety. The person may be asked to leave the premises. The police may be contacted where there is an immediate risk, suspected criminal behaviour or refusal to leave in circumstances requiring police assistance.
3. To protect pupils, staff and others, access to the school premises may be restricted or barred where behaviour presents a risk. Any decision will be handled in line with current Department for Education guidance, including written notification, an opportunity for the individual to make representations and review of any continuing restriction within a reasonable period.
4. Where formal restrictions are imposed, the school will confirm the decision and relevant conditions in writing. Where appropriate, the Chair of Governors and the Local Authority will be informed in accordance with the school's procedures.
5. A legitimate concern or complaint does not justify abusive, threatening or harassing behaviour. Parents and carers will be directed to the school's Complaints Procedure where appropriate. Unacceptable behaviour may also include abusive or harassing telephone, email, online or social-media communication directed at the school or its staff.
6. A person who is on school premises without permission may be asked to leave. Trespass itself is a civil matter. Section 547 of the Education Act 1996 may apply where a person is on school premises without lawful authority and causes or permits a nuisance or disturbance. Where there are reasonable grounds to suspect an offence, the police or another appropriately authorised person may be involved.

OUTCOMES:

This policy supports a safe, respectful school environment and provides a proportionate framework for responding to unacceptable behaviour by parents, carers and visitors. The school will seek to resolve concerns constructively wherever possible, while taking appropriate action where behaviour places pupils, staff or others at risk.

Reviewed: September 2026

Next review: September 2029