Burlish Park Primary School

Procedure - Managing Abusive Parents/Carers or Visitors to the School

DATE: November 2026

REVIEW DATE: November 2029

Purpose and Scope

Burlish Park are very fortunate to have a supportive and friendly parent community. Our parents and carers recognise that educating children is a process that involves partnership between parents and the school. We welcome and encourage parents and carers to participate fully in the life of our school and we will act to ensure it remains a safe place to learn and work.

The vast majority of the parents and carers are keen to work with us and are supportive of the school's work. If a parent or carer has concerns we will always listen and seek to address them.

We expect all members of our school community to behave in a reasonable way but sadly, there are occasions when behaviour by parents, carers and visitors to the school is considered unacceptable. This policy outlines the steps that will be taken in those circumstances.

Visitors Code of Conduct

We expect visitors to:

• Understand that both teachers and parents/carers need to work together for the benefit of their children.
• Demonstrate that all members of the school community should be treated with respect and therefore set a good example in their own speech, language and behaviour.
• Seek to clarify a child's version of events with the school's view in order to bring about a peaceful solution to any issue.
• Correct their own child's behaviour especially in public where it could otherwise lead to conflict, aggressive behaviour or unsafe behaviour.
• Approach the school to help resolve any issues of concern.
• Avoid using staff as threats to admonish children's behaviour.

Types Of Unacceptable Behaviour

In order to support a peaceful and safe school environment the school cannot tolerate parents, carers and visitors exhibiting the following:

• Disruptive behaviour or disorderly conduct which interferes or threatens to interfere with the operation of a classroom, office or any other area of the school grounds.
• Using loud/or offensive language, shouting, swearing, cursing, using profane language, attempting to physically intimidate, use of aggressive hand gestures or displaying temper.
• Threatening to harm a member of school staff, visitor, fellow parent/carer or pupil regardless of whether or not the behaviour constitutes a criminal offence.
• Unpermitted recordings of meetings with staff.
• Damaging or destroying school property.
• Sending abusive or threatening e-mails or text/voicemail/phone messages or other written communications.
• Defamation of the school or staff character on Facebook or other social networking sites.
• The use of physical aggression towards another adult or child. This includes physical punishment against your own child on school premises.
• Approaching someone else's child in order to discuss or chastise them because of their actions towards your own children.
• Smoking, vaping and consumption of alcohol or illegal drugs on school premises.

Steps To Be Taken If An Incident Occurs

STEP 1: Verbal Warning
If the Headteacher has been subject to abuse this will be done by a member of the Central Team. NB: Any incidents of violent conduct would immediately proceed to step 4. At any stage, the school may report serious incidents of abusive and threatening behaviour to the Local Authority. The school has a statutory responsibility to report any racist or discriminatory incidents to the Local Authority (See Equality Policy). Any act of actual or threatened violence will be referred to the police immediately.

STEP 2: Final Written Warning
If a second incident occurs involving the same person or persons, the Headteacher, will write to the adult(s) giving a final warning that this abusive and threatening behaviour is unacceptable, and that a repetition of this conduct will leave the trust no option but to take further action.

STEP 3: Exclusion From School Premises
If such an incident recurs or if an initial incident is considered serious enough, the CEO or Trustees would enforce an exclusion from school premises.

STEP 4: Removal By Police
If, following a decision to exclude a person from the school premises, that person persists in entering school premises, they may be removed by the police 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.