



Holme Court School encourages close links with parents / carers and the community. We believe that pupils benefit when the relationship between home and school is a positive one.

The vast majority of parents / carers and others visiting our school are keen to work with us and are supportive of the School. However, should difficulties arise, a negative attitude towards the school could be expressed, which could result in aggression, threatening behaviour, verbal and / or physical abuse towards a member of the School community.

However, all members of the school community have the right to expect that their school is a safe place in which to learn and work.

Violence, threatening behaviour and abuse against School staff or other members of the School community will not be tolerated.

Our School expects and requires staff to behave professionally in these difficult situations, and to attempt to defuse the situation where possible, seeking the involvement as appropriate of other colleagues.

Similarly, we expect all parents / carers and other visitors to behave in a reasonable way towards other members of the School community.

Purpose of policy

This policy outlines the steps that will be taken where parent / carer / visitor behaviour is unacceptable and seen as “disorderly conduct” (verbal abuse, threatening, abusive or insulting words or behaviour or any disorderly behaviour whereby a person is caused alarm, harassment or distress).

In the event that such behaviour does occur, the School will demonstrate a zero-tolerance approach and action will be taken to deal with the person or persons concerned.

Types of behaviour that are considered serious and unacceptable and which will not be tolerated

This is not an exclusive list but seeks to provide illustrations of such behaviour:

- Shouting, either in person or over the telephone
- Speaking in an aggressive / threatening tone
- Physically intimidating e.g. standing very close to her / him
- The use of aggressive hand gestures / exaggerated movements
- Physical threats
- Shaking or holding a fist towards another person
- Swearing
- Pushing

- Hitting e.g. slapping, punching or kicking
- Spitting
- Racist or sexist comments
- Breaking the school's security procedures

Access to school premises

Schools are private places even though they serve a public function. Parents / carers of pupils who are on the School roll have an implied license to enter school premises. This means parents / carers of enrolled pupils can have access to school premises at certain stated times, for example, a playground at the beginning and end of the school day. The school can set out the conditions and terms of this licence.

This implied license may extend to additional facilities secured by schools for recreation, physical and social training. In the case at Holme Court School- this will extend to the area immediately outside the School gates where parents / pupils collect before and after school and the area used for PE lessons.

Under section 576 Education Act 1976, "parent" includes a child's natural parents, anyone with Parental Responsibility for the child or anyone who is caring for a child.

The public has no automatic right of entry onto school premises. Under section 547 Education Act 1996, it is a criminal offence for a person who is on school premises without lawful authority to cause or permit a nuisance or disturbance.

Therefore, if a parent / carer has been barred and still went on to the school premises and caused or allowed a nuisance or disturbance to occur, they may be guilty of a criminal offence. The police would have power to remove the parent / carer from the school in this situation.

Similarly, if a parent exceeded the terms of the licence to be on school premises, such as going to the school at a time clearly not mandated by the school policy, and either caused or permitted a nuisance or disturbance to occur, they may be guilty of a criminal offence.

Action to be taken if an incident occurs

When a parent / carer or member of the public behaves in an unacceptable way during a telephone conversation, staff at School have the right to terminate the call.

The incident will be reported by staff to the Senior Leadership Team.

The School reserves the right to take any necessary actions to ensure that members of the School community are not subjected to verbal abuse.

The School may warn the aggressor, ban them from the School, and / or contact the police.

When a parent / carer / visitor behaves in an unacceptable way in person towards a member of the school staff, a member of the Senior Leadership Team will seek to resolve the situation through discussion and mediation.

If necessary, the School's complaints procedure should be followed.

Where all procedures have been exhausted, and aggression or intimidation continues, or where there is an extreme act of violence, the discussion will be terminated and the parent / carer / visitor will be asked to leave the School immediately.

The police will be called if necessary.

A parent / carer may be banned from the School premises for a period of time, which will be determined by the school.

Prior to being banned the following steps will be taken:

Incident report

If an incident involving violence, threatening behaviour or abuse takes place, an incident report form (Appendix 1) will be completed by the member of the School community against whom the abuse was directed.

In the case of this being a pupil a member of staff may complete the form on their behalf. The pupil should read what has been written agree the contents and sign it.

Step 1: First warning

The Headteacher or member of the SLT will speak to the person or persons perpetrating such an incident privately (however, they may wish to have someone with them). When meeting with the person/s the Headteacher or member of the SLT will have a note-taker at this meeting. It will be put to the person/s that such behaviour is unacceptable, and an assurance will be sought that such an incident will not be repeated.

It will be stressed on this occasion that repetition of such an incident will result in further, more serious action being taken.

The Headteacher or member of the SLT will write to the adult(s) following the meeting summarising the discussion, informing them that their conduct is unacceptable and outlining the consequences of any further concerning behaviour.

The process may be accelerated according to the level of behaviour.

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 their abusive and threatening behaviour is unacceptable and that a repetition of this conduct will leave her no option but to involve the proprietor and / or the police.

The process may be accelerated according to the level of behaviour.

Step 3: Ban letter

If such an incident recurs, or if an initial incident is considered serious enough by the Headteacher, the proprietor would be involved to enforce any action deemed necessary. This may result in a person or persons being excluded from the School premises.

The proprietor may consider taking legal action to enforce a ban. Therefore, an assurance will need to be sought from members of the School community who witnessed the offence that they will be prepared to give evidence in court should the need arise.

Step 4: Involvement of the police

If, following a decision to ban a person from the School premises, that person nevertheless persists in entering School premises and /or causes a nuisance or disturbance, the police will be called. Such a person may be removed from the School premises as a trespasser and prosecuted under Section 547 of the Education Act 1996. They may also be charged with an offence under the Public Order Act 1986 or other such legislation (Appendix 2).

All parents, even if excluded from school premises following action by the proprietor, have a right to be informed about their child's educational progress. This could be achieved through a meeting with the other parent or through a written report.

Policy adopted January 2021

Review date January 2026

Appendix One



Holme Court
School Cambridge

**Abusive or threatening behaviour
incident report form**

General details	
Date	
Time	
Location	

People involved	
Member of staff reporting incident	
Role of member if staff reporting incident	
Name of person assaulted/abused/threatened	
Name/details of trespasser/abuser	

Witnesses	
Witness 1	
Name	
Address	
Contact no.	
Witness 2	
Name	
Address	
Contact no.	

Details of incident

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Outcome (see policy)	
Has abuser been involved in any previous incidents?	
Name and contact details of police officer involved	
Police incident number	

Signature of person completing form	
Date	

Please return to the Headteacher as soon as possible.

Appendix Two

This policy was drawn up using the DCSF guidance “Abusive behaviour on school premises” and the DCSF “Legal Toolkit for Schools”.

Police involvement would make reference to the Public Order Act 1986 (Criminal conduct / police remit) Section 5 “Disorderly conduct”(paraphrased) Verbal abuse, threatening abusive or insulting words or behaviour or any disorderly behaviour whereby a person is caused alarm, harassment or distress Section 4 “Threatening behaviour” A person fears that violence or threat of violence is likely to be provoked