



**MANAGING INAPPROPRIATE
BEHAVIOUR OF PARENTS, VISITORS AND
OTHER ADULTS**

TLC

REVIEWED & AMENDED JULY 2025

**MINUTE NUMBER APPROVAL FGB : JULY 2025
[2080/2]**

NEXT REVIEW DATE : JULY 2025

Hadfield Infant School has a duty to ensure it provides a safe place to work and visit. The school also needs to ensure a safe and child- focused environment for our pupils. We therefore must have a policy to address the rare occasions visitors to the school may act inappropriately.

Hadfield Infant School and its governing body expects all visitors to behave in a reasonable and respectful way to all members of staff.

Inappropriate behaviour will not be tolerated.

Inappropriate behaviour that will not be tolerated will include the following:

- Refusing to follow reasonable instructions from members of staff. For example, this may include refusing to move from a specific location, ceasing to behave in a certain manner when reasonably asked to do so, refusing to leave the school premises when asked to do so, ceasing to act in a manner that is considered to cause an obstruction or health and safety hazard.
- Shouting at members of staff. This includes over the telephone.
- Any aggressive or threatening behaviour, including hand gestures, intimidating body language and swearing.
- Physical contact, including pushing, hitting, spitting, slapping, punching and kicking.
- The airing of grievances/issues about the school, members of staff or pupils on social media prior to discussions with the Head Teacher.
- Inappropriate taking of photographs/images using a camera or mobile phone

The above list should not be considered as an exhaustive list of behaviour that will be considered inappropriate.

How the school will respond to inappropriate behaviour:

The school will try and resolve the situation through discussion, but the following may thereafter be appropriate:

1. Verbal warning. The parent/carer/visitor will be advised that their behaviour is inappropriate. The parent/carer/visitor will be asked to modify their behaviour.
2. Written warning. Serious incidents will need to be recorded by way of a formal letter. Any such correspondence should include the consequences of any further inappropriate behaviour and a copy of this policy.

3. Police referral. It may be that a criminal offence has been committed and in such circumstances the police will be informed.
4. Imposing a ban (see below).
5. Legal proceedings, e.g. an application for an injunction.

Banning a parent/carer/visitor from the premises

It is recognised that banning a parent/carer/visitor from the school premises should be an option of last resort. In rare circumstances a ban can be indefinite although the duration of any ban should be proportionate to the behaviour and the response from the parent/carer/visitor.

Access to the school is within the control of the head teacher. Parents/carers/visitors are allowed access to the school premises by way of limited licence. The head teacher is able to vary or withdraw a parent/carer/visitor's licence.

If considering a ban, the head teacher will need to assemble the full facts and record, in writing, the investigations that have been undertaken.

The investigation will include the following steps:

1. Writing to the parent/carer/visitor to confirm the nature of the incident and why the school found any behaviour inappropriate. The letter will confirm that the school is considering a ban.
2. Informing the chair of governors.
3. Allowing the parent/carer/visitor opportunity to respond within a set period.
4. Confirmation of the outcome to the parent/carer/visitor in writing. In the event of a ban this will include any proposed arrangements to allow the parent/carer/visitor to engage in communication with the school and if necessary proposals for pupils being delivered to and collected from school.

THE SCHOOL WILL AT ALL TIMES MAKE REFERENCE TO ANY STATUTORY DOCUMENTS FROM THE DEPARTMENT FOR EDUCATION AND OR DERBYSHIRE COUNTY COUNCIL.