



St Christopher Primary School

Parent, Carer and Visitor Behaviour Policy

Approved November 2025

Purpose and Scope

The purpose of this policy is to set clear expectations for parent, carer and visitor behaviour at St Christopher Primary School, and to outline procedures for managing behaviour which causes concern.

This policy aligns with the Department for Education's guidance 'Controlling access to school premises' and applies to all parents, carers, and visitors to St Christopher Primary School.

Rationale

All pupils, staff and visitors have the right to feel safe and respected on school premises. The school aims to provide a secure and supportive environment where pupils can thrive both academically and personally. Adults are expected to model the high standards of conduct and respect that we promote in our pupils.

Staff must be able to work free from verbal or physical abuse or intimidation. Visitors are entitled to courteous and safe interactions while on the school site.

Setting Expectations

The school communicates clear expectations for behaviour to all members of the community.

- Pupils – through our Behaviour Policy and shared values.
- Staff – through the Staff Code of Conduct.
- Parents and carers – through school communications, parent meetings, and the home-school agreement.
- Visitors – through signage and clear information displayed at entrances.

The school's complaints procedure provides an appropriate framework for parents and carers to raise concerns. Where concerns arise, these should be addressed through this process and not through direct or aggressive confrontation with staff.

Defining inappropriate behaviour by parents, carers and other visitors on school site

In line with government guidance, the school may bar individuals whose aggressive, abusive or insulting behaviour or language poses a risk to pupils or staff. It is sufficient for a member of staff or pupil to feel threatened.

Examples of inappropriate behaviour include but are not limited to:

- Prejudiced or discriminatory comments
- Sexualised or inappropriate remarks

- Shouting or raised voices
- Physical intimidation
- Threatening behaviour or gestures
- Swearing or verbal abuse
- Physical aggression
- Spitting
- Breaching security procedures

Inappropriate behaviour via remote communications

Inappropriate behaviour can also occur via remote means, such as phone calls, emails, or social media. Aggressive, abusive, or threatening communication is unacceptable and may lead to further action, including being barred from the premises.

Where concerns are raised inappropriately online or by phone, individuals will be referred to the school's complaints procedure. Persistent or malicious communications may be referred to the Local Authority, legal services or police.

Process for managing inappropriate behaviour on school premises

The Headteacher will determine the appropriate response according to the nature and seriousness of the behaviour. Four tiers of action may be taken, escalating as necessary:

****Tier 1 – Meeting to discuss behaviour****

An informal meeting between the Headteacher and the individual to clarify expectations and seek resolution. The Chair Of Governors may be invited.

****Tier 2 – Warning letter issued****

A formal letter reminding the individual that the behaviour was unacceptable and warning that repetition could lead to a ban.

****Tier 3 – Barring letter issued****

A letter confirming that the individual is barred from the premises for a fixed period. The individual is given the opportunity to respond before the decision is confirmed or revoked.

****Tier 4 – Referral to police****

Where behaviour is serious or persistent, the school may refer the matter to the police, who may issue a Community Protection Warning or Notice.

Consequences of breaking conditions of being barred from the school premises

Under Section 547 of the Education Act 1996, it is a criminal offence for a person who has been barred to cause a nuisance or disturbance on school premises. If a barred individual ignores the conditions of the ban or behaves abusively, the school will seek police support. Breaching the conditions of a Community Protection Notice is a criminal offence.

Appendices

The following appendices contain model templates to support implementation of this policy:

- Appendix 1 – Model statement: Expectations for parent, carer and visitor behaviour
- Appendix 2 – Model statement: Behaviour of visitors on school premises
- Appendix 3 – Model letter: Warning regarding inappropriate behaviour
- Appendix 4 – Model letter: Preliminary barring notice
- Appendix 5 – Model letter: Confirmation of barring
- Appendix 6 – Model letter: Revoking of barring

St Christopher Primary School

Parent, Carer and Visitor Behaviour Policy – Appendices

Appendix 1 –Expectations for parent, carer and visitor behaviour

At St Christopher Primary School, we are committed to providing all pupils with the best possible educational provision in line with our school vision.

We believe in the importance of home–school partnership and welcome parents, carers and visitors to our site and community in support of our vision. We will act to ensure that the school remains a safe place for pupils, staff and all other members of the community. If a parent, carer or other member of the community has concerns, we will always listen and seek to address them appropriately.

In return, we expect that members of the public, parents, carers and other visitors to our school will behave in a polite and courteous manner to each other, to staff and to pupils. It is expected that parents and carers will be positive role models with respect to conduct and managing individual concerns.

St Christopher Primary School will not tolerate aggressive, violent, abusive or anti-social behaviour towards anyone at the school – this includes in person and via remote platforms such as by telephone or online communication. Such behaviour will always be challenged and may result in an individual being barred from the premises or legal action being pursued.

Appendix 2 –Behaviour of visitors on the school premises

St Christopher Primary School welcomes all visitors.

- Our school is a positive learning environment where all pupils, staff and visitors should be safe and feel safe.
- We expect all visitors to contribute to this by behaving in a polite and courteous manner towards each other, staff and pupils.
- We will not tolerate aggressive, violent, abusive or anti-social behaviour towards anyone at the school.

Visitors who fail to meet these expectations may be asked to leave the premises and may be subject to further action.

Appendix 3 –Warning regarding inappropriate behaviour

Dear [Name],

St Christopher Primary School values close links with parents, carers and the wider community. We believe that pupils benefit from positive relationships between all adults in our school community. For this reason, we do not tolerate inappropriate behaviour from any adult towards any pupil, member of staff or other member of our school community.

I am writing regarding your behaviour on [insert date/time and details of incident]. [Insert specific details of the behaviour judged to be inappropriate.]

I must inform you that the school will not tolerate conduct of this nature on its premises and will act to safeguard its staff and pupils.

In this instance, I have judged it appropriate to write to you to remind you of the standards of behaviour expected within our community.

We expect all parents, carers and visitors to behave in a polite and courteous manner. We will not tolerate aggressive, violent, abusive or anti-social behaviour towards anyone at the school – including via telephone or online communication.

Please be aware that any future similar incidents could lead to you being barred from the school site for a fixed period. The school also reserves the right to refer the matter to the police if necessary.

You are welcome to provide, in writing, any comments or observations you wish to make in relation to this incident.

Yours sincerely,
[Headteacher / Chair of Governors]

Appendix 4 –Preliminary barring notice

Dear [Name],

St Christopher Primary School values positive relationships with parents, carers and the wider community. We do not tolerate inappropriate behaviour from any adult towards pupils, staff or other members of our school community.

I am writing regarding your behaviour on [insert date/time and details of incident]. [Insert specific information regarding the incident and behaviour judged to be inappropriate.]

As a result of this behaviour, you are hereby notified that you are barred from the school

premises for a fixed period from [start date] to [end date].

If you wish to make any representations or provide additional information to be considered, please do so in writing by [insert date – typically 3 working days from issue]. Following this, I will write again to confirm or revoke the barring period.

During this time, arrangements have been made to ensure your child(ren) can continue to attend school safely: [insert arrangements if applicable].

Please be aware that any future similar incidents could result in further barring or police involvement.

Yours sincerely,
[Headteacher / Chair of Governors]

Appendix 5 –Confirmation of barring

Dear [Name],

Following my letter dated [insert date], this letter confirms the decision regarding your barring from the school premises.

EITHER:

I have considered the information you provided and have decided that the original decision remains in place.

OR:

No additional information has been received; therefore, the original decision remains in place.

The barring period will end on [insert date], after which you may return to the school premises. A meeting may be arranged at that time to ensure there is a shared understanding of expectations moving forward.

Please be aware that further incidents could lead to additional action, including further barring or referral to the police.

It remains your legal duty to ensure your child(ren) continue to attend school. Arrangements for this have been made as follows: [insert details if applicable].

If you are not satisfied that this process has been handled correctly, you may refer to the school's Complaints Policy.

Yours sincerely,
[Headteacher / Chair of Governors]

Appendix 6 –Revoking of barring

Dear [Name],

Following my letter dated [insert date], I have reviewed the additional information you provided regarding the incident on [insert date].

Having considered this new information, I have decided to revoke the decision to bar you from the school premises. You are now welcome to access school premises with immediate effect.

However, please note that we expect all parents, carers and visitors to behave in a polite and courteous manner towards staff, pupils and other members of the community. Aggressive, violent, abusive or anti-social behaviour towards anyone at the school, whether in person or via remote communication, will not be tolerated.

Any future incidents of inappropriate behaviour could lead to you being barred from the school site for a fixed period or further action being taken.

Yours sincerely,
Headteacher



St Christopher Primary School Process for Managing Inappropriate Behaviour – Flowchart

Tier 1 – Meeting to Discuss Behaviour

An informal meeting between the Headteacher and the individual to clarify expectations and seek resolution.

If behaviour improves, no further action is taken.

If concerns persist or the individual does not accept the behaviour was inappropriate, proceed to Tier 2.



Tier 2 – Warning Letter Issued

A formal letter is sent to the parent/carer/visitor outlining the unacceptable behaviour and warning that repetition may result in being barred from the premises.

If behaviour improves, process ends.

If further issues occur, proceed to Tier 3.



Tier 3 – Barring Letter Issued

A letter confirms the individual is barred from the school premises for a fixed period.

The individual may respond within a set timeframe before the decision is confirmed or revoked.

If behaviour changes positively, the bar may be lifted.

If behaviour continues or escalates, proceed to Tier 4.



Tier 4 – Referral to Police

If behaviour is serious or persistent, the Headteacher refers the matter to the police.

The police may issue a Community Protection Warning (CPW) or Community Protection Notice (CPN).

Further breaches can lead to arrest, fines, or court proceedings.

