



Disruptive Visitors Policy

Reviewed: January 2026

Update Required: January 2027

Statement of intent

As a general rule, schools are orderly, safe places, where relationships between staff and visitors, especially parents/carers, demonstrate mutual respect and recognition of shared responsibility for pupil's welfare and educational progress. Parental involvement is an important factor in educational success and in dealing with emerging problems at an early stage. This school encourages close links with parents and the community. We believe that pupils benefit when the relationship between home and school is a positive one.

The Governing Board of Jordans School acts to ensure that our school remains a safe place for pupils, staff and all other members of the school community. Abuse, threatening behaviour or violence against school staff, or other members of the school community is unacceptable and will not be tolerated.

The Board is committed to reducing the risks for the school community from acts of violence and aggression by:

Demonstrating to staff that the potential for violence at work is recognised by:

- Issuing clear procedures/guidelines, including preventative and protective measures
- Providing training to staff who may be subject to violence or abuse to develop their ability to anticipate violent incidents and deal with them
- Providing appropriate equipment/resources where applicable
- Clarifying violent incident reporting and monitoring procedures
- Encouraging reporting of incidents and near misses
- Supporting staff who have been subject to violent, threatening or abusive behaviour and offering counselling where appropriate
- Allocating adequate resources to support this policy
- Reviewing this policy statement and procedures and guidelines regularly.

The vast majority of parents, carers and others visiting our school are keen to work with us and are supportive of the school. However, on the rare occasions when a negative attitude towards the school is expressed, this can result in aggression, threatening behaviour, verbal and or physical abuse towards a member of the school community.

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. All members of the school community have the right to work without fear of violence and abuse.

We expect parents/carers and other visitors to behave in a reasonable way towards other members of the school community. This policy outlines the steps that will be taken where parent/carer/visitor behaviour is unacceptable.

This policy is used alongside our Health and Safety, Code of Conduct, and Personal Safety and the Prevention and Management of Violence in the Workplace Policy.

1. Types of Unacceptable Behaviour

The Governing Board recognises that staff can be intimidated or threatened by a variety of circumstances which include:

- Threatening behaviour
- Gesturing
- Abusive telephone calls, letters, emails, website entries, social media
- Swearing, shouting insults etc
- Innuendo
- Deliberate silence
- Intimidating behaviour causing fear or emotional upset
- Physical assault

This list is not exhaustive; action will be taken by the Governing Board in any situation where a pupil or member of staff feels threatened. Unacceptable behaviour may result in the Police being informed of the incident.

2. Restriction of Access - Legal Position

a. Who can go onto school premises?

Schools are private property. Whilst members of the public, do not have an automatic right to enter, parents of pupils at the school have an 'implied licence' to come on to school premises at certain times, for instance:

- for appointments
- to attend school events
- to drop off or pick up younger children

School procedures and policies must be followed once on site. These rules are in place for the safety of pupils and staff. Anyone who does not follow the school's rules would be trespassing.

[Trespassing, itself does not constitute a criminal offence. To have committed a criminal offence, an offender must have been barred from the premises or have exceeded their 'implied licence', then also have caused a nuisance or disturbance].

b. Barring offenders from school premises.

Schools have the right, under trespass laws, to bar offenders from the site; this action would only be taken in extreme situations including for example, if the school considers that aggressive, abusive or insulting behaviour or language is a risk to staff or pupils. It is enough for a member of staff or a pupil to **feel** threatened.

To restrict the rights of parents/carers who have children in school, schools must be able to show that they have behaved reasonably and given 'offending' adults the opportunity to make representations and/or apologise. A parent/carer who has their rights of access to the school restricted will not be 'banned' but will be able to access the school site with permission.

A school can either:

- bar them temporarily, until the offender has had the opportunity to formally present their side
- tell them they intend to bar them and invite them to present their side by a set deadline.

c. Removing offenders from school premises.

Section 547 of the Education Act 1996 makes it a criminal offence for a person who is on school premises without legal permission to cause or permit a nuisance or disturbance.

If a school has reasonable grounds to suspect that someone has committed an offence, then they can be removed from the school by a police officer or a person authorised by the appropriate authority such as the:

- governing board
- local authority
- proprietor of that school

Restrictions on access must be reviewed periodically.

3. Restriction of Access – Procedure

a. Action to take when an incident occurs:

Telephone: When a parent/carer or visitor behaves in an unacceptable way during a telephone conversation, staff at the school has the right to put the call on loudspeaker with another staff member as witness or to terminate the call. The incident will be reported by staff to the Headteacher or to the Governors if the headteacher has been subject to this. 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.

Face to face: When a visitor behaves in an unacceptable way in person towards a member of the school staff, the Headteacher 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 visitor will be asked to leave the school immediately. The police will be called if necessary.

Reporting: Staff must report any incidents, including verbal abuse, threats (including sexual advances/threats), physical violence or deliberate property damage to the Headteacher who will report to the Chair of Governors (CoG) and subsequently to the school's advisor at Buckinghamshire Council. Action will be taken to prevent further situations. The police will be informed if necessary.

A visitor may also be banned from the school premises for a period of time, which will be determined by the school. **On ALL occasions an incident form will be completed and evidence taken from witnesses. (Appendix A).**

b) Headteacher Action to be taken immediately after a violent incident.

- Provide assistance if necessary for the employee to go home/see doctor/attend hospital etc.
- Make time for the employee to talk through the event, undisturbed.
- Explain the employee's right to involve the police if they so wish. Notify police if the incident is serious. Depending on the circumstances, the school may have to disregard the wishes of the employee not to involve the police.
- Maintain regular contact if the person is off work because of the assault.
- Encourage the employee to access counselling through Buckinghamshire Council (the Employee Assistance Programme).
- Ensure that the event is reported (e.g. on Assessnet).
- Carry out a thorough investigation into the incident.
- Obtain written statements from witnesses.
- Review risk assessments and change procedures and practices, if necessary, without delay.

- Ensure other relevant employees are informed of the incident and of the changes to working practices.
- Inform other LA Services, agencies and partners about the incident to warn them and report to the police as necessary.

c) Process following an incident. Flow chart at Appendix B.

- 1. Investigation:** The Headteacher speaks to those involved and contacts the school's legal services provider to discuss the incident/s if necessary. Where the incident involves the Headteacher the Chair of Governors will investigate the incident and issue either a warning letter or a letter banning access to the school.

Warning Letter: Issued by the Headteacher/CoG where the incident does not warrant a ban but warning that a further incident could result in a ban. (Letter 1)

Banning Letter: If restriction of access is thought to be appropriate, a recorded delivery letter will be sent from the Headteacher/CoG or the legal services provider to the offender/s (Letter 2). The letter will explain:

- Why the offender has been barred including details of policies which have been breached
- That the ban is subject to review and what will happen if the ban is breached
- That the offender must not enter the school site until further notice
- That any representations, or apology, must be received in writing from the offender/s within the following **seven school days**
- If the ban is issued by the Headteacher the CoG will be informed.
- Incidents of verbal or physical abuse towards staff may result in the police being informed and may result in prosecution.

In both cases the parent/carer will be given opportunity to make representations to explain their actions.

The Headteacher/CoG will also ensure support is provided to staff affected by the incident as necessary including access to counselling, occupational health or legal support.

On-going liaison will be maintained with the Police if there is police involvement. Members of the school community will be kept informed where this does not conflict with confidentiality.

- 2. Review:** The Headteacher/CoG) takes a view on the banning decision, taking account of representations submitted by the parent/carer at the end of the seven days and will write to the parent/carer by recorded delivery post to say whether the restriction will continue and if so when it will be reviewed. If the

ban is to be lifted the expectations for future access should be made clear (Letters 3a and b).

If the ban is not confirmed, and access is again granted, then there is no further action.

If the ban is confirmed then the decision will be reviewed at a date specified in the confirmation letter not more than 6 months later. The parent/carer will be notified of the outcome of the review. (Letters 4a and b)

3. Other considerations/actions.

Complaint: Should a parent/carer make a complaint about the restriction this should be managed under the Complaints Procedure.

Future communications: In the event that future contact/communication is not polite and respectful the Headteacher may consider restriction of communication. Advice should be taken from the legal services provider if this becomes an issue.

Incidents involving members of the public: The majority of incidents will involve parents and carers, where the offender is a member of the public (which includes family members without parental responsibilities) the same process is followed but Letter 2b is issued.

[Further advice should also be taken from the legal services provider if the Headteacher is unsure about any aspect of the process. The Department for Education (DfE) and Ofsted do not get involved in individual cases.]

Policy Review

This policy will be reviewed annually by the governing body, however, should new guidance be issued by Buckinghamshire Council, amendments may be made earlier.

Appendix A: Incident Report Form (Includes trespass, nuisance or disturbance on school premises, verbal abuse in person/over the phone or e-communication, sexual or racial abuse, threats, aggression, physical violence and intentional damage to personal property).

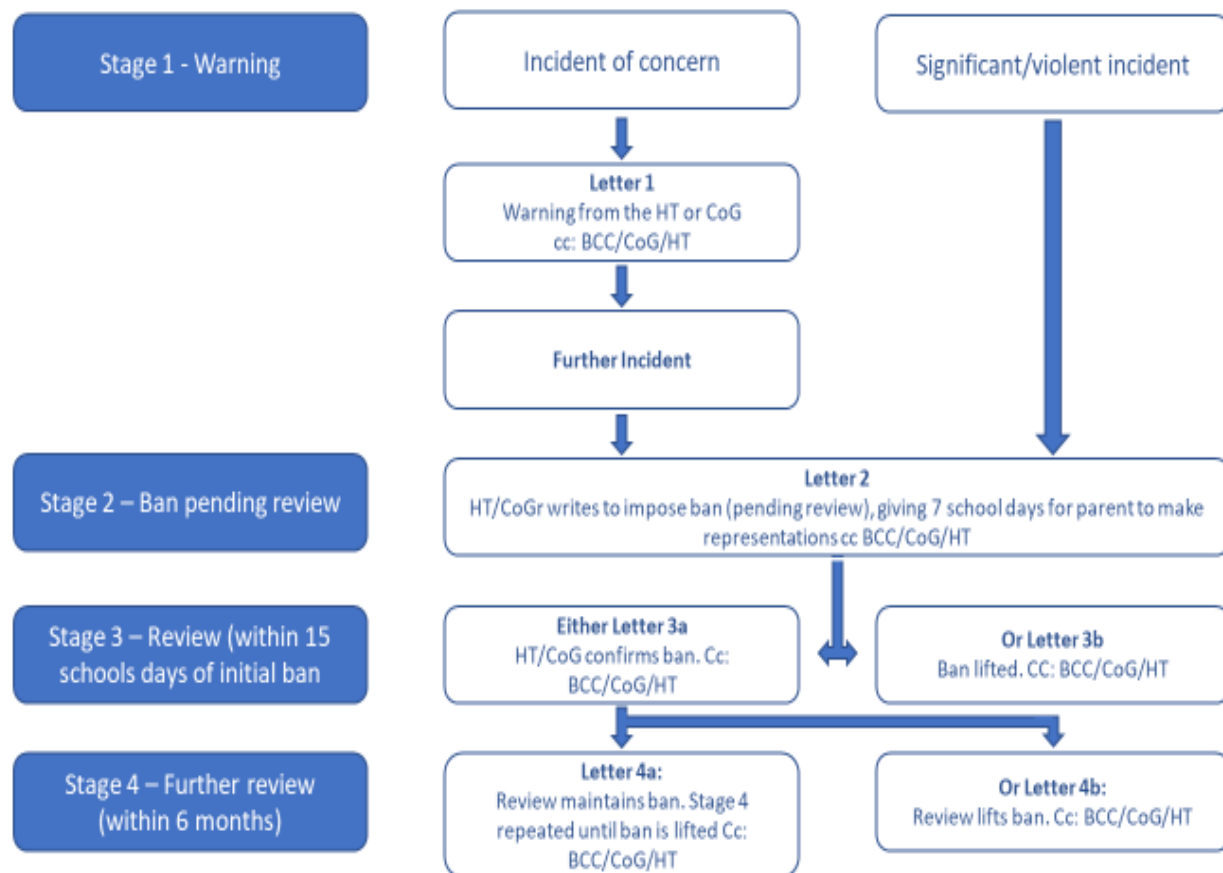
This form should be completed as fully as possible. Please confine your information to matters of fact; you should expect that this form would be made available to any interested person. A member of staff should complete the form for an incident involving or witnessed by a pupil. Please use continuation sheet if necessary.

Date of Incident	Time of Incident
Name of member of staff reporting the incident:	Position of person reporting the incident
Details of the person assaulted or abused	
Description of incident plus names of persons involved, location, nature of any injuries, attendance of emergency services, etc.	
Witness or witnesses (if any); name and address	
Initial Action / Outcome	
Have there been any previous incidents with the same person?	
If Police were involved:	
Name of Police Officer	
Incident Number	

Signed Date

Please return to the Head Teacher as soon as possible.

Appendix B: Flowchart for the process to ban a parent from the school premises



Letter 1: Warning (sent Recorded Delivery from Head/CoG)

Dear,

Re: Your conduct on school premises on (insert date)

I have received a report about your conduct at the school on **[enter date and time]**.

Optional: if the Headteacher did not witness the incident

I have considered the witness accounts of the incident, *if relevant*: including your own, and it would appear that,

[insert details of incident. Make it a factual summary of the incident and of its effect on staff, pupils, other parents.]

Your behaviour falls short of the standard of conduct expected of those visiting our school. The Governing Board will not tolerate conduct of this nature on its premises and will act to protect its staff and pupils.

Optional:

If you are unhappy about any aspect of your child's education, you can arrange to have a meeting with me at an appropriate place and time.

Optional:

In the circumstances I must ask you not to approach any of my staff directly until further notice, though you will still be able to make contact through me.

If, in the future, I receive any more reports of conduct of this nature I will be forced to consider removing your permission to enter the school grounds and buildings. Under section 547 of the Education Act 1996, I am able to have you removed from the school and you could be liable for prosecution.

I do hope that this will not be necessary and that I can rely on your cooperation in this matter.

I wish to give you an opportunity to give me, in writing, any comments or observations of your own in relation to the report which I have received about your conduct. These comments may include any expressions of regret on your part and any assurances you are prepared to give about your future good conduct.

I am copying this letter to the Chair of Governors and local authority. Should you wish to discuss the contents of this letter please make an appointment to see me via the school office.

Yours sincerely,

[name]

Headteacher/Chair of Governors

cc: Chair of Governors/Headteacher

Letter 2a: Banning Letter (sent Recorded Delivery from Head/CoG to a parent/carer)

Dear,

Re: Your conduct on school premises on (insert date)

I have received a report about your conduct at the school on **[enter date and time]**.

Optional: if the Headteacher did not witness the incident

I have considered the witness accounts of the incident, **if relevant:** including your own, and it would appear that, **[insert details of incident. Make it a factual summary of the incident and of its effect on staff, pupils, other parents.]**

Omit if this is a first incident

[As you will remember, I have previously warned you about your behaviour when I wrote to you on [xxxx]. I must inform you that the Governing Board will not tolerate conduct of this nature on its premises and will act to protect its staff and pupils. I am therefore instructing you, that until I have reviewed this incident, you are not to enter the school premises. If you do not comply with this ban, I may arrange for you to be removed from the premises and prosecuted under Section 547 of the Education Act 1996. You may be liable for prosecution which, if found guilty, could result in a fine and a criminal conviction.

For the duration of this decision you may bring your child(ren) to school and collect them at the end of the school day, but you must not go beyond the school gate.

For infant children: Arrangements have been made for your child(ren) to be collected and returned to you at the school gate by a member of the school staff).

If you need to speak to me or a member of staff about any matter, please telephone the school. I will make the necessary arrangements and confirm them to you in writing. **You will not be allowed to come onto the site unless you have a letter from me giving you authorisation.**

The withdrawal of permission for you to enter the school premises takes effect immediately and will be in place for 15 school days, until **[date]**, in the first instance.

Before I make a final decision I wish to give you an opportunity to give me, in writing, any comments or observations of your own in relation to the report that I have received. These comments may be to challenge or explain the facts of the incident, to express regret and give assurances about your future good conduct. To enable me to take a decision on this matter at an early point, you are asked to send me any written comments you wish to make by **[ten school days from the date of letter]**.

The decision to withdraw your licence to enter the school premises will be reviewed by **[XXXX]**. That review will take account of any representations that you may have made and of your subsequent conduct.

I will write to you again with the outcome of the review.

I regret that I have had to take this action and hope that I can rely on your cooperation.

Yours sincerely,

[name]

Headteacher/Chair of Governors

cc: Headteacher/CoG cc: Buckinghamshire Council

Letter 2b: Banning Letter (sent Recorded Delivery from Head/CoG to a member of the public)

Dear,

I have received a report about your conduct at the school on **[enter date and time]**.

[insert details of incident. Make it a factual summary of the incident and of its effect on staff, pupils, other parents.]

I must inform you that the Governing Board will not tolerate conduct of this nature on its premises and will act to protect its staff and pupils. On the advice of the Headteacher/Governing Board, I am therefore instructing that you are not to reappear on the premises of the school. If you do not comply with this instruction, I may arrange for you to be removed from the premises and prosecuted under Section 547 of the Education Act 1996.

Yours sincerely,

Chair of Governors/Headteacher

cc: Headteacher /CoG

cc: Local Authority

Letter 3a - Withdrawal of permission confirmed after review (by Headteacher/CoG)

Dear [name]

On [date] I wrote to inform you that as a result of your conduct, I had withdrawn permission for you to come onto the premises of our school. To enable me to determine whether to confirm this decision for a longer period, I gave you the opportunity to give your written comments on the incident concerned by [date]

I have not received a written response from you/I have received a letter from you dated [date], the contents of which I have carefully considered. In the circumstances, and after further consideration of the incident report, I have determined that the decision to withdraw permission for you to come onto school premises should be confirmed.

I am therefore instructing that, until further notice, you are not to come onto the premises of the school without the prior knowledge and approval of the myself/the Headteacher.

If you do not comply with this instruction you will be removed from the premises of the school. If you cause a nuisance or disturbance on the premises, you may be prosecuted under Section 547 of the Education Act 1996.

Even though we have taken this decision, the Headteacher/Governing Board and staff at our School remain committed to the education of your child(ren), who must continue to attend school as normal under the arrangements set out in my previous letter.

This decision will be reviewed again [date] **review date which should be within a reasonable period and no longer than six months** by myself and the Headteacher/CoG.

At the review point consideration will be given to the extent of your compliance with this decision, any appropriate expressions of regret and assurance of future good conduct received from you; and any evidence of your co-operation with the school in other respects.

If you wish to pursue the matter further you have a right to complain to a panel of school Governors, who have not been involved previously, and who will consider the circumstances of the decision to withdraw permission for you to come on to the school site. You can make your complaint by writing to the Clerk to the Governors, c/o [school name] School.

[Where the incident has arisen in the context of a parental complaint against the school, the following may be inserted]

Finally, I would advise you that I have asked the Headteacher to ensure that your complaint **[brief description]** is considered under the appropriate stage of the school's parental complaints procedure. The school will contact you about this in due course.

Yours sincerely

Headteacher/Chair of Governors

cc: Headteacher /CoG

cc: Local Authority

Letter 3b Restore permission after review by Headteacher/CoG

Dear

On **[date]** I wrote to inform you that as a result of your conduct I had temporarily withdrawn permission for you to come onto the premises of our school.

To enable me to determine whether to confirm this decision for a longer period, I gave you the opportunity to give your written comments on the incident concerned by **[date]**

I have not received a written response from you/I have received a letter from you dated [date] the contents of which I have carefully considered. In the circumstances, and after consulting further with the Headteacher, I have decided that it is not necessary to confirm the decision and I am therefore restoring your permission to come onto the school premises, with immediate effect.

Optional

I must warn you, however, that if it should become necessary in the future I shall not hesitate to withdraw permission for you to come onto the school premises once again.

Yours sincerely,

Headteacher/Chair of Governors

cc: Headteacher /CoG

cc: Local Authority

Letter 4a - Continue ban after second review (sent by CoG)

Dear

I wrote to you on [date] confirming that permission for you to come onto the premises of our school had been withdrawn until further notice. I also advised you I would take steps to review this decision by [date].

I have now completed the review. However, after consultation with the Headteacher, I have determined that it is not yet appropriate for me to withdraw my decision.

[Add brief summary of reasons]

I therefore advise that the instruction that you are not to come onto the premises of this school, without the prior knowledge and approval of the Headteacher remains in place until further notice. If you do not comply with this instruction you will be removed from the premises and you may be prosecuted under section 547 of the Education Act 1996.

I shall undertake a further review of this decision by [date] **insert review date which should be within a reasonable period and no longer than six months**. In the meantime, you can write to me with a statement of your views, which I will consider.

Yours sincerely,

Headteacher/Chair of Governors

cc: Headteacher /CoG

cc: Local Authority

Letter 4b - Restore permission after second review (sent by Chair of Governors)

Dear

I wrote to you on [date] confirming that permission for you to come onto the premises of this school had been withdrawn until further notice. I also advised you I would take steps to review this decision by [date].

I have now completed the review. After consultation with the Headteacher I have decided that it is now appropriate to restore permission for you to come onto the school premises with immediate effect.

I trust that you will now work together with the school and there will be no further difficulties of the kind which made it necessary to restrict your access to the school premises.

Optional

I must warn you, however, that if it should become necessary in the future I shall not hesitate to withdraw permission for you to come onto the school premises once again.

Yours sincerely

Headteacher/Chair of Governors

cc: Headteacher /CoG

cc: Local Authority