

# Visitor and Parent Behaviour Policy



Date Adopted: Summer 2023  
Date for Review: Summer 2026  
Signed:



Clare Banks  
Chair of Trust

## 1. Purpose and scope

At Endeavour Schools Trust, we believe it's important to:

- Work in partnership with all our partners but particularly parents and carers to support children's learning
- Create a safe, respectful and inclusive environment for pupils, staff, visitors and parents
- Model appropriate behaviour for our pupils at all times

To help us do this, we set clear expectations and guidelines on behaviour for all members of our community. This includes staff (through the staff code of conduct,) those responsible for governance (through the code of conduct for Members, Directors and Governors) and pupils (through our behaviour policies).

This Parent's and Visitor's protocol aims to help the school work together with parents/carers and visitors by setting guidelines on appropriate behaviour.

We use the term 'parents' to refer to:

- Anyone with parental responsibility for a pupil
- Anyone caring for a child (such as grandparents or child-minders)

We use the term 'visitors' to refer to:

- Any adult visiting the school to provide a service including delivery drivers and contractors
- Any adult visiting the school to undertake an activity (either paid or voluntary) such as theatre groups, discos etc
- Any "prospective" parent visiting the school
- Any adult visitor who is not a 'parent' at the school

## **2. Our expectations of parents and visitors**

We expect parents, carers and other visitors to:

- Respect the ethos, vision and values of our schools and of the Trust as a whole
- Work together with staff in the best interests of our pupils
- Treat all members of the school (and Trust) community with respect – setting a good example with speech and behaviour
- Seek a peaceful resolution to all issues
- Correct their own child's behaviour (or those in their care), particularly in public, where it could lead to conflict, aggression or unsafe conduct
- Approach the right member of school or Trust staff to help resolve any issues of concern

## **3. Behaviour that will not be tolerated**

- Disrupting, or threatening to disrupt, school operations (including events on the school grounds and sports team matches)
- Swearing, or using offensive language
- Displaying a temper, or shouting at members of staff, pupils or other parents or visitors
- Threatening another person
- Sending abusive messages to another member of the school community or person linked to the schools or Trust, including via text, email or social media
- Posting defamatory, offensive or derogatory comments about the school or Trust, its staff or any member of its communities, on social media platforms
- Use of physical punishment against your own child while on school premises
- Any aggressive behaviour (including verbally or in writing) towards another child or adult
- Disciplining another person's child – please bring any behaviour incidents to a member of staff's attention
- Smoking or drinking alcohol on the school premises (unless alcohol has been allowed at a specific event)
- Possessing or taking drugs (including legal highs)
- Bringing dogs onto the school premises, including puppies held in the owner's arms (other than guide dogs)

## **4. What will happen as a result of breaching this protocol**

If the school or Trust suspects, or becomes aware, that a parent or visitor has breached this protocol the school will gather information from those involved and speak to the parent about the incident.

Depending on the nature of the incident, the school or Trust may then:

- Send a warning letter to the parent
- Invite the parent in to school to meet with a senior member of staff or the headteacher
- Contact the appropriate authorities (in cases of criminal behaviour)
- Seek advice from the trust's legal advisers regarding further action (in cases of conduct that may be libellous or slanderous)
- Ban the person from the school site
- The school will always respond to an incident in a proportionate way. The final decision for how to respond to breaches of this protocol rest with the CEO.

- The CEO will consult with the chair of the board before banning a person from the school site.

## **5. Banning a parent or visitor from the school grounds**

Endeavour Schools Trust values very highly the positive relationships we have with all of our stakeholders, especially our parent communities. Banning a parent or visitor from our school grounds will always be considered as a last resort.

“Schools can bar someone from the premises if they feel that their aggressive, abusive or insulting behaviour or language is a risk to staff or pupils. It’s enough for a member of staff or a pupil to feel threatened.

The school should tell an individual that they’ve been barred or they intend to bar them, in writing. Letters should usually be signed by the headteacher, though in some cases the local authority, academy trust or proprietor may wish to write instead. The individual must be allowed to present their side.

A school can either:

- bar them temporarily, until the individual 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
- After the individual’s side has been heard, the school can decide whether to continue with barring them. The decision should be reviewed within a reasonable time, decided by the school.”

### **DFE “Controlling Access to School Premises”**

At Endeavour Schools Trust we expect that banning of someone from our school grounds to only be done on the rarest of occasions. However, the following may apply in such instances where banning is deemed to be appropriate.

- The Head Teacher of the school is obligated to inform the CEO of any breach in this protocol which could lead to a ban being issued.
- The individual facing a potential ban will have the opportunity to discuss the incident leading up to the ban; this will be either in person or in writing – this initial discussion is likely to be with the Headteacher
- It is for the CEO to decide, based on the evidence available whether a ban is the most appropriate course of action. Where they believe this is the case, they will inform the Chair of the Board.
- The banning letter will be signed by the CEO or their representative.
- The letter will provide the opportunity for the person to “present their side” – this is likely to be in the form of a written response to the CEO
- If no response is received the ban will run its course as per the banning letter
- All bans will be time limited
- If a response is received, the CEO will review the response and return to the evidence base before deciding whether to lift the ban or let it run its course
- The banning letter will state that a review of the ban will take place prior to it being lifted.

- This review may take a variety of forms including information from the school – the CEO will undertake this review
- A letter will be sent to officially end the banning period – this will be sent by the CEO or their representative
- At any point during this process the visitor or parent being banned has the right to make representation through the Trust’s complaints procedure. This information will be provided in the banning letter
- **A parent who has been banned from the school grounds and who, as a result, is struggling with issues relating to their child, or their attendance at school during the period of the ban, should discuss these with the school who will endeavour to address the concern.**
- **A banning order on a parent should NOT interfere with the attendance of the children. Any absence will be robustly followed up as per our absence monitoring procedures.**

#### **6. What happens if the banning letter is not respected?**

“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. Trespassing itself does not constitute a criminal offence.

To have committed a criminal offence, an abusive individual must have been barred from the premises or have exceeded their ‘implied licence’, then also have caused 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”

**DFE “Controlling Access to School Premises”**