

Dealing with Abusive Persons Policy

DOCUMENT CONTROL

Policy owner	Executive team
Scope	All Staff, Trustees, Governors and Clerks
Last updated	Spring 2025
Next planned review	Spring 2027
Status	APPROVED
Date of approval	17.03.25 approved by the Board of Trustees
Summary of last revision	Spring 2025 - added legislation under legal framework, sections on social media & digital platforms, added further considerations for risk assessments, added that statements may be used as legal evidence, added information regarding covert recordings and amended the witness statement to gather increased detail of any incidents.
Related Policies	MAT Policies: <ul style="list-style-type: none">• Complaints Policy• MAT Safeguarding and Child Protection Policy and Procedures• Social Media Policy
Policy control survey	Please complete this survey and provide feedback if you have had to use this policy https://forms.office.com/r/HMeZtB29Si

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1 Introduction

- 1.1 Marches Academy Trust (the Trust) is committed to providing high quality teaching and learning for all our children and young people (CYP). As a Trust we have a clear vision and strong values, which build upon collaborations and aim to ensure that every school within our Trust works in a productive and positive partnership with all adults responsible for CYP to realise 'Achievement through caring'.
- 1.2 We highly value positive relationships and encourage forging close links with the school community, responsible adults and visitors. Responsible adults are taken to mean those with parental responsibility for a child or young person (these may include parents, carers, kinship carers, corporate parents, or guardians, and other agencies).
- 1.3 Our schools also believe that CYP benefit the most when the relationship between home and school is a positive one. We recognise the shared responsibility for CYPs welfare and educational progress and believe involvement with responsible adults is an important factor in educational success, as well as in dealing with emerging problems at an early stage.
- 1.4 We also strive to make our schools places where all adults model for CYP the behaviour we teach and expect. In general, we place a high importance on good manners, positive communication and mutual respect.
- 1.5 Our schools are safe and welcoming places in which to work and learn and we believe all members of the school community have the right to work or be our schools without fear of aggression or abuse from anybody. As such there is no place for violence, threatening behaviour or abuse.
- 1.6 Almost all responsible visitors to the Trust are keen to work with us and are supportive of the school. However, on rare occasions, the behaviour of a very small number of responsible adults or visitors can cause severe disruption or worse, result in abusive or aggressive behaviour towards staff, CYP, or other members of the school community. Behaviour that causes harassment, alarm or distress in our schools is contrary to the ethos of the Trust and will not be tolerated.
- 1.7 In these situations, we expect members of staff to behave professionally, attempting to defuse the situation where possible and seeking the involvement as appropriate of other colleagues. Staff who face these situations have licence to end any conversation (face to face or on the telephone). They should then refer the incident to the Headteacher who will take appropriate action or invoke the provisions of this policy.
- 1.8 The progress and well-being of the responsible adult's child(ren) will be fully considered. Actions taken against the responsible adult or visitor will be reasonable and proportionate. They will have the opportunity to put their views forward at every stage. In the case of the imposition of conditions or a ban from school, robust review processes involving the Local Governing Body are in place to ensure fairness.
- 1.9 This policy should be read in conjunction with the Trust's:
 - [Complaints Policy](#)
 - [MAT Safeguarding and Child Protection Policy and Procedures](#)

- [Social Media Policy](#)

2 Legal Framework

2.1 Persons Causing Nuisance / Disturbance on School Premises

Section 547 of the Education Act 1996

- 2.1.1 School premises are private property and responsible adults and visitors have been granted permission from the school to be on school premises. However, in case of unacceptable behaviour towards staff, pupils or other responsible adults, school may withdraw this permission to enter our school premises.
- 2.1.2 It is an offence under section 547 of the Education Act 1996 for any person (including a responsible adult) to cause a nuisance or disturbance on school premises. The police may be called to assist in removing the person concerned. The school is not responsible for organising arrangements for CYP in these circumstances. Responsible adults will need to provide alternative arrangements for bringing CYP into school.

2.2 Protection from Harassment Act 1997

- 2.2.1 The Act makes it a criminal and civil offence to pursue a course of conduct which causes alarm and distress, which includes the publication of words. Any member of the school community who believes they are being harassed should speak to the Headteacher and the Trust will direct them to deal with the matter.

2.3 Malicious Communications Act 1988

- 2.3.1 Section 1 makes it an offence to send an indecent, grossly offensive or threatening letter, electronic communication, or other article to another person with the intention that it should cause them distress or anxiety.

2.4 Employment Rights Act 1996 and the Health and Safety at Work Act 1974

- 2.4.1 Schools and Trusts have a legal duty to protect their staff from unacceptable behaviour from responsible adults, which is a common law duty of care.
- 2.4.2 These acts require schools to provide a safe working environment for their employees, including protection from harassment, bullying, and other forms of unacceptable behaviour.
- 2.4.3 Schools should take this duty seriously by having policies and procedures in place, providing staff with training on these policies, and taking appropriate action when incidents occur.

2.5 Data Protection Act 2018 and UK General Data Protection Regulation (UK GDPR).

2.5.1 Covert recording is generally considered a violation of an individual's privacy rights, as it involves collecting personal data without their knowledge or consent.

2.5.2 Individuals therefore making covert recordings potentially risk criminal prosecution under Section 170 of the Data Protection Act 2018.

3 Definition of unacceptable behaviour

3.1 Types of behaviour that are considered serious and unacceptable and will not be tolerated towards any member of the school community are as follows. Such behaviour may occur through various forms of communication, including face-to-face interactions, telephone conversations, written correspondence, emails, social media platforms, or any other digital or physical means. The following is not an exhaustive list but seeks to provide illustrations of such behaviour:

3.1.1 Physical abuse & intimidation including:

- i. Physical abuse including pushing, hitting, slapping, punching, kicking
- ii. Spitting
- iii. Standing very close
- iv. Aggressive or abusive hand gestures, or exaggerated movements including shaking or holding a fist towards another person
- v. Speeding or dangerous driving in the car park.

3.1.2 Verbal abuse including:

- i. Using disrespectful language
- ii. Swearing, use of foul or abusive language
- iii. Shouting (either in person or over the phone)
- iv. Speaking in an aggressive or threatening tone
- v. Racist or sexist comments (including innuendo)
- vi. Insults that demean, embarrass or undermine.

3.1.3 Virtual abuse including:

- vii. Posting libelous or defamatory comments on social media sites;
- viii. Inappropriate posting of content which could bring the school or individuals into disrepute or be deemed as bullying;
- ix. Downloading personal photographs from staff, Governor or Trustee social media accounts;
- x. Setting up fake social media accounts in a staff, Governor's or Trustee's name.

3.1.4 Allegations which turn out to be vexatious or malicious. The Office of the Independent Adjudicator defines the characteristics of a 'frivolous' or 'vexatious' complaint as:

- i. complaints which are obsessive, persistent, harassing, prolific or repetitious;
- ii. insistence upon pursuing unmeritorious complaints and/or unrealistic outcomes beyond all reason;
- iii. insistence upon pursuing meritorious complaints in an unreasonable manner;
- iv. complaints which are designed to cause disruption or annoyance;
- v. demands for redress that lack any serious purpose or value.

Examples include but are not limited to:

- i. refusal to articulate their complaint or specify the grounds of a complaint or the outcomes sought by raising the complaint, despite offers of assistance
- ii. refusal to co-operate with the complaints investigation process
- iii. refusal to accept that certain issues are not within the scope of the complaints procedure
- iv. insistence on the complaint being dealt with in ways which are incompatible with the complaints procedure or with good practice
- v. introducing trivial or irrelevant information which they expect to be taken into account and commented on
- vi. raising large numbers of detailed but unimportant questions, and insists they are fully answered, often immediately and to their own timescales
- vii. making unjustified complaints about staff who are trying to deal with the issues, and seeks to have them replaced
- viii. changing the basis of the complaint as the investigation proceeds
- ix. seeking an unrealistic outcome, such as the inappropriate dismissal of staff
- x. making excessive demands on school time by frequent, lengthy and complicated contact with staff regarding the complaint in person, in writing, by email and by telephone while the complaint is being dealt with
- xi. knowingly providing falsified information; and/or
- xii. publishing unacceptable information on social media or other public forums.

3.2 Our schools aim to hold constructive communication with responsible adults in the community and is continually looking at fresh ways of school and stakeholder engagement to serve the best interests of all those in the school community. A copy of the Code of conduct can be requested from the school office.

4 Social media

- 4.1 The Trust and its schools urge responsible adults to approach the school with any concerns and to refrain from expressing concerns about the school and its staff on social media sites. If we are not aware of any issues, then we cannot investigate and resolve them.
- 4.2 Expressing concerns on social media may damage the reputation of the Trust and its schools and the integrity of its staff may be unnecessarily called into question.
- 4.3 Negative comments posted on social media can cause upset and are often counterproductive to the overall aim of educating CYP.

5 Steps taken in our schools to reduce the risk of abuse

- 5.1 The types of behaviours discussed in this policy are thankfully rare. We more commonly see the lower level of this spectrum, with people shouting or swearing when annoyed.
- 5.2 To prevent or deter abuse all schools within our Trust will:
 - i. have a welcoming ethos, which reinforces mutual respect.
 - ii. staff will model calm, professional courtesy when dealing with others in person or through written communication.
 - iii. staff will politely terminate a phone call or meeting if people become abusive, threatening or swear.
 - iv. staff will alert senior leaders if their dealings with a particular person are becoming unpleasant.

6 The school's approach to dealing with incidents

6.1 If a responsible adult or visitor behaves in an unacceptable way towards a member of the school community, the Headteacher or appropriate senior staff will assess the level of risk before deciding on a future course of action. The course of action will be reasonable and commensurate with the assessed level of risk.

6.1.1 Risk Assessment

The Headteacher will carry out a risk assessment in order to help make a decision about the level of response. In all cases the response will be reasonable and proportionate. The Headteacher will consider the following questions:

- i. What form did the abuse take?
- ii. What evidence is there?
- iii. What do witnesses say happened?
- iv. Are there previous incidents to take into consideration?
- v. Do members of staff/students feel intimidated by the behaviour?
- vi. Is there any evidence of provocation?
- vii. How high is the assessed risk that this will be repeated or there will be retaliation at the school's action? (low, medium, high).
- viii. How severe is the abusive action in terms of harm caused or potential for harm?
- ix. Does the behavior breach specific school policies, codes of conduct, or safeguarding protocols?
- x. Could the incident escalate into more serious violence or conflict if not addressed effectively?
- xi. Are there cultural, linguistic, or diversity-related sensitivities to consider in how the incident is assessed and resolved?
- xii. Are there existing risk assessments or action plans related to the perpetrator?

6.1.2 Recording of Incidents

6.1.3 Staff/students subject to abuse and witnesses will make written statements within appendix 1 about incident(s) which will be kept in a file with subsequent letters. This file will be kept by the Headteacher's PA. Depending on the severity of the incident and any escalation, these statements may be used as legal evidence. Depending on an assessment of the risk of retaliation to witnesses or individuals, statements made by adults these may be made available to the responsible adult or visitor if they request it.

7 The School's Response

7.1 Following the completion of the risk assessment, the Headteacher will decide the level of action to be taken. Actions will include the following:

7.2 Clarify what is considered acceptable behaviour by the school

In some instances, it may be appropriate simply to ensure the responsible adult or visitor is clear about behaviour standards expected by the school. This could be explained by letter from the Headteacher. This letter may contain a warning about further action if there are further incidents. The person(s) will be invited to write to the Headteacher with his/her version of events within 10 working days. Depending on the person(s) response a meeting may then be held to discuss the situation and how this can be avoided in future.

7.3 Invitation to an informal meeting to discuss events

We value informal meetings and discussions and encourage responsible adults to approach staff with any concerns they may have, and aim to resolve all issues with open dialogue and mutual understanding. It can often be helpful to hold an informal meeting to calmly discuss and defuse the situation.

The safety and well-being of those attending such a meeting must be carefully considered. Members of school staff will always be accompanied by at least one other colleague at any such meeting. Consideration should be given to the seating arrangements. The main points of discussion and any agreed actions should be noted, and a follow-up letter or e-mail sent to confirm the school's expectations and any agreed actions.

7.4 Impose conditions on contact with the school and its staff

7.4.1 Although fulfilling a public function, schools are private places. The public has no automatic right of entry. Responsible adults of enrolled students have an 'implied licence' to come onto school premises at certain stated times. It is for schools to define and set out the extent of such access. Responsible adults or visitors exceeding this would be trespassing.

7.4.2 Depending on the type, level or frequency of the unacceptable behaviour, the school may consider imposing conditions on the person(s) contact with the school. These conditions may include (but are not exclusively):

- i. being accompanied to any meeting with a member of school staff by a member of the senior leadership team
- ii. restricting contact by telephone to named members of the senior leadership team
- iii. restricting written communications to named members of the senior leadership team
- iv. restricting attendance at school events to those where the responsible adult will be accompanied by a member of the senior leadership of the school; and
- v. any other restriction as deemed reasonable and proportionate by the Headteacher or senior leadership team.

- 7.4.3 In this case the responsible adult or visitor will be informed by letter from the Headteacher the details of the conditions that are being imposed. The person(s) would then be given 10 school days from the date of that letter to make representations in writing about the conditions to the Chair of Trustees. The Chair of Trustees would then decide whether to confirm or remove the conditions. This would be communicated in writing within 10 school days of the date of receipt of the person(s) letter.
- 7.4.4 If the decision is to confirm the conditions imposed, this decision will be reviewed by the Local Governing Body (LGB) after approximately six months (and every six months after that, if appropriate). The person(s) will be invited to make written representation to the LGB. This and the evidence from the Headteacher will be considered at a meeting of the full LGB. Governors may decide to maintain, extend or remove the conditions. The decision of the review will be communicated to the person(s) by the clerk to the LGB within 10 school days of the date of the meeting.
- 7.4.5 When deciding whether it will be necessary to maintain, extend or remove the conditions, Governors will give consideration to the extent of the person's compliance with the conditions, any appropriate expressions of regret and assurance of future good conduct received from him/her and any evidence of their co-operation with the school in other respects.
- 7.4.6 Meetings may be recorded for training and monitoring purposes.

7.5 Imposing a ban

- 7.5.1 Where other procedures have been exhausted and aggression or intimidation continues OR where there is an extreme act of violence then the school may consider banning the person(s) from school premises. This will include a ban from accessing school staff by written communication or telephone.
- 7.5.2 In these circumstances, the person(s) would be advised in writing by the Headteacher that a provisional ban is being imposed. They would then be given 10 school days from the date of that letter to make representations about the ban in writing to the Chair of Governors.
- 7.5.3 The Chair of Governors would then decide whether to confirm or remove the ban. This would be communicated to them in writing within 10 school days of the receipt of their letter.
- 7.5.4 If the Chair's decision is to confirm the ban, person(s) in these circumstances will be offered an annual meeting about the CYP's progress, usually with a member of senior staff.
- 7.5.5 A decision to impose a ban will be reviewed by the Local Governing Body (LGB) after approximately six months (and every six months after that, if appropriate). The person will be invited to make written representation to the Governors; this and the evidence from the Headteacher will be considered at a

meeting of the full LGB. Governors may decide to remove the ban, extend the ban or impose conditions on person's access to the school. The decision of the review will be communicated to the responsible adult by the Clerk to the LGB within 10 school days of the date of the meeting.

In deciding whether to remove or extend the ban or impose conditions, Governors will give consideration to the extent of the person's compliance with the ban, any appropriate expressions of regret and assurance of future good conduct received from him/her and any evidence of their co-operation with the school in other respects.

7.6 Removal from school

A person who has been banned from the school premises and continues to cause a nuisance will be deemed to have committed a section 547 offence if their behaviour disrupts the school's activities or endangers its community. They will be considered as trespassers. In these circumstances the offender may be removed from school. This may be carried out by a police officer of person authorised by the LGB. Legal proceedings may be brought against them.

8 Covert recordings

- 8.1 The school/Trust does not consent to responsible adults making audio or video recordings of any member of staff, or other individual connected to the school, including during in-person meetings, remote/virtual meetings, or telephone conversations, unless explicitly agreed in writing.
- 8.2 The recording meetings or conversations with school staff may reasonably be regarded as a breach of the relationship of mutual trust and confidence between the responsible adult and the school where:
 - i. The responsible adult knew, or it was reasonable for them to have known, that the member of staff did not consent to the meeting or conversation being recorded; and/or
 - ii. The recording was deliberately taken covertly (secretly) in the knowledge that the member of staff did not, or would not, consent.
- 8.3 The school will consider making reasonable adjustments for responsible adults with a relevant disability in line with the Equality Act 2010.

9 Complaints policy

Any responsible adult complaint that arises from incidents of abusive behaviour will be dealt with under the complaints policy.

10 Monitoring and policy review

This policy is reviewed on an annual basis.

All actions taken under this policy are also monitored by the Local Governing Body. Details of incidents will also be reported to the Board of Trustees as part of the Executive team reports at Trustee meetings, which take place every term. Individual names and details are not identified to either the LGB or Board of Trustees.

11 Appendix 1 - Witness Statement

Name of witness	
Name of staff	
Subject/Activity	
Location (the incident occurred in)	
Date	
Time (approximately)	
Details of perpetrator(s) including name and relationship to school	
Details of other parties involved: staff, pupils, witnesses including name and relationship to school	
Detailed description of the incident, including what happened, who was involved, any injuries or property damage caused	
How were you feeling at the time of the incident	
Initial outcome of incident - how did it conclude? <i>Include any action taken to address the incident at the time (e.g. first aid, contacting emergency services)</i>	

<p>If police were involved:</p> <p><i>Name and contact details of police officer(s) involved.</i></p> <p><i>Incident/crime reference number</i></p>	
<p>If known: were any measures in place already with the perpetrator(s)?</p> <p><i>E.g. was the perpetrator already banned from the school site, were restrictions in place for communications with staff?</i></p>	
<p>Any connected incidents</p>	
<p>Any follow up action taken after the incident</p>	
<p>Any other relevant information</p>	
<p>Signed - witness</p> <p>Date:</p>	

12 Appendix 2 - Warning letter prior to ban from premises

This is an initial letter from the Headteacher to ensure the person is clear about behaviour standards expected by the school. This letter contains a warning about further action if there are other incidents. The letter invites a written response and suggests a meeting.

Sent by the Headteacher

Sent via recorded delivery

[Name of Responsible Adult/Person]

[Address]

[Date]

Dear [Name of Responsible Adult/Person]

Conduct on School Premises

I have been made aware of [an incident/your conduct] on the school premises on [date] at [time].

[Insert detailed factual summary of the incident/conduct; use the completed incident report form to assist you].

The school is committed to working in partnership with responsible adults and we aim to provide a safe environment for children and young people (CYP), staff and visitors alike. In order to ensure this happens, individuals who come onto the school premises are required to behave appropriately and to treat staff, CYP and other visitors with respect. On this occasion, you did not do so.

I consider your behaviour on this occasion to have been unacceptable. Conduct of this nature on school premises will not be tolerated and the school will act to protect its staff, pupils and other visitors to the school.

Should there be a further incident of this nature, the school/Trust will take action in line with our Code of Conduct for Responsible Adults. This may include restricting your access to the school premises and/or contact with school staff.

I do hope, however, that this will not be necessary and that you will from now on conduct yourself at all times in an appropriate manner to avoid any further action.

If you wish to discuss this matter further, please let me know and I would be happy to arrange a meeting to do so.

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. Please do so within 10 working days of the date of this letter. These comments may include

any assurances you are prepared to give about your future good conduct. There is then an option for us to meet to discuss the situation and how it can be avoided in the future.

I enclose our policy on dealing with abusive responsible adults.

Yours sincerely

[Name]
Headteacher

13 Appendix 3 - Letter for immediate premises banning (for serious incidents)

This letter can be used to issue an immediate premises ban to a responsible adult who has engaged in serious unacceptable behaviour.

Sent by the Headteacher

Sent via recorded delivery

[Name of Responsible Adult/Person]

[Address]

[Date]

Dear [Name of Responsible Adult/Person]

Conduct on School Premises

I have been made aware of a serious incident on the school premises on [date] at [time].

[Insert detailed factual summary of the incident/conduct; use the completed incident report form to assist you].

The school is committed to working in partnership with responsible adults and we aim to provide a safe environment for children and young people (CYP), staff and visitors alike. In order to ensure this happens, individuals who come onto the school premises are required to behave appropriately and to treat staff, CYP and other visitors with respect. On this occasion, you did not do so.

I consider your behaviour on this occasion to have been unacceptable. Conduct of this nature on school premises will not be tolerated and the school will act to protect its staff, CYP and other visitors to the school.

Due to the seriousness of this incident, and in accordance with our Code of Conduct for Responsible Adults, I am writing to inform you that I have **withdrawn your permission to access the school premises with immediate effect**. This means that you must not enter onto any part of the school premises unless you have an agreed prior appointment made in writing with the school.

Notwithstanding my decision, the school is committed to the education of your [son/daughter/children], who must continue to attend school as normal.

[For the duration of this ban (see below) you may bring your [son/daughter/children] to school and collect [him/her/them] at the end of the school day, but you must not go beyond the school gate.

Add if appropriate (e.g. for infant children):

Commented [BL1]: Do we want to add here...
The following conditions will apply during the ban: (*delete as appropriate*)

- You must be accompanied to any meeting with a member of the senior leadership team.
- You may not contact by telephone or in writing any member of staff. You may contact either myself or Deputy Headteacher.
- You may not attend any events for responsible adults except those where you will be accompanied by a member of the senior leadership of the school.
- Other measures as are reasonable and proportionate.

Arrangements have been made for your [son/daughter/children] to be collected, and returned to you, at the school gate by a member of the school's staff.]

Should you access any part of the school premises in breach of this ban, you will be removed from the school premises by a member of staff and/or by the police. If you cause a nuisance or disturbance on the school premises, then the police may decide to prosecute you under Section 547 of the Education Act 1996. If convicted under this section, you are liable to a fine of up to £500.

The withdrawal of permission for you to enter the school premises takes effect immediately and I have determined at this stage that it will remain in place until [date], when it shall be reviewed.

However, you have the opportunity to provide me with any comments or observations of your own in writing in relation to the above incident. These comments may include any expressions of regret on your part, any assurances you are prepared to give about your future good conduct and/or any explanation and/or challenges of the facts of the incident. Please send any written representations you wish to make to me by [date e.g. 10 school days from date of the letter].

On receipt of your representations, I will consider whether my decision to ban you from the school site should be affirmed, or whether those restrictions should be varied or removed.

Yours sincerely

[Name]
Headteacher

14 Appendix 4 - Premises banning letter following warning

This letter can be used to issue a premises ban on to a responsible adult who has previously received a warning letter (Appendix 2).

Sent by the Headteacher

Sent via recorded delivery

[Name of Responsible Adult/Person]
[Address]

[Date]

Dear [Name of Responsible Adult/Person]

Conduct on School Premises

Further to my letter dated [date] regarding your previous conduct, I have been made aware of further incident[s] on [date(s)] at approximately [time(s)].

[Insert detailed factual summary of the incident(s)/conduct; use the completed incident report form(s) to assist you].

As previously stated, I consider your behaviour on this occasion to have been unacceptable.

Due to this further incident(s), and in accordance with our Code of Conduct for Responsible Adults, I am writing to inform you that I have withdrawn your permission to access the school premises with immediate effect. This means that you must not enter onto any part of the school premises unless you have an agreed prior appointment made with the school.

Notwithstanding my decision, the school is committed to the education of your [son/daughter/children], who must continue to attend school as normal.

[For the duration of this ban (see below) you may bring your [son/daughter/children] to school and collect [him/her/them] at the end of the school day, but you must not go beyond the school gate.

Add if appropriate (e.g. for infant children):

Arrangements have been made for your [son/daughter/children] to be collected, and returned to you, at the school gate by a member of the school's staff.]

Should you access any part of the school premises in breach of this ban, you will be removed from the school premises by a member of staff and/or by the police. If you cause a nuisance or disturbance on the school premises, then the police may decide to prosecute you under Section 547 of the Education Act 1996. If convicted under this section, you are liable to a fine of up to £500.

Commented [BL2]: Do we want to add here...
The following conditions will apply during the ban: *(delete as appropriate)*

- You must be accompanied to any meeting with a member of the senior leadership team.
- You may not contact by telephone or in writing any member of staff. You may contact either myself or Deputy Headteacher.
- You may not attend any events for responsible adults except those where you will be accompanied by a member of the senior leadership of the school.
- Other measures as are reasonable and proportionate.

The withdrawal of permission for you to enter the school premises takes effect immediately and I have determined at this stage that it will remain in place until [date], when it shall be reviewed.

However, you have the opportunity to provide me with any comments or observations of your own in writing in relation to the above incident. These comments may include any expressions of regret on your part, any assurances you are prepared to give about your future good conduct and/or any explanation and/or challenges of the facts of the incident. Please send any written representations you wish to make to me by [date e.g. 10 school days from the date of the letter].

On receipt of your representations, I will consider whether my decision to ban you from the school site should be affirmed, or whether those restrictions should be varied or removed.

Yours sincerely

[Name]
Headteacher

16 Appendix 5 - Letter confirming premises ban

This letter can be used to confirm a premises ban when a responsible adult has failed to make representations, or after considering the responsible adult's representations it is determined that the premises ban should remain in place without amendment.

It can also be adapted to confirm the outcome of a review of the premises ban as a follow up to template letter xxxx. Review of premises ban - extending ban

Sent by the Headteacher

Sent via recorded delivery

[Name of Responsible Adult/Person]

[Address]

[Date]

Dear [Name of Responsible Adult/Person]

Conduct on School Premises

I write further to my letter dated [date] regarding withdrawal of permission for you to enter the school premises. I gave you the opportunity to give your written comments on the incident[s] by [date].

[I have not received a written response from you; therefore, I have not been able to take into account any representations from you in respect of the incident[s].

OR

I have received a [letter/email] from you dated [date], the contents of which I have carefully considered. [Set out in summary what the letter/email states and how you have considered the representations made.]]

After careful consideration of all relevant evidence, including reports from the incident[s] [and the representations you have made], I have determined that the decision to withdraw permission for you to enter on to the school premises should be confirmed. This means that you must not enter onto any part of the school premises unless you have an agreed prior appointment made in writing with the school.

As set out in my previous letter, notwithstanding my decision, the school is committed to the education of your [son/daughter/children], who must continue to attend school as normal.

[For the duration of this ban (see below) you may bring your [son/daughter/children] to school and collect [him/her/them] at the end of the school day, but you must not go beyond the school gate.

Add if appropriate (e.g. for infant children):

Commented [BL3]: Do we want to add here...
The following conditions will apply during the ban: *(delete as appropriate)*

- You must be accompanied to any meeting with a member of the senior leadership team.
- You may not contact by telephone or in writing any member of staff. You may contact either myself or Deputy Headteacher.
- You may not attend any events for responsible adults except those where you will be accompanied by a member of the senior leadership of the school.
- Other measures as are reasonable and proportionate.

Arrangements have been made for your [son/daughter/children] to be collected, and returned to you, at the school gate by a member of the school's staff.]

Should you access any part of the school premises in breach of this ban, you will be removed from the school premises by a member of staff and/or by the police. If you cause a nuisance or disturbance on the school premises, then the police may decide to prosecute you under Section 547 of the Education Act 1996. If convicted under this section, you are liable to a fine of up to £500.

The withdrawal of permission for you to enter the school premises will remain in place until [date], when it will be reviewed. When deciding whether it will be necessary to extend the withdrawal of permission to come onto school premises, consideration will be given to the extent of your compliance with my decision to withdraw your access to school premises, 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 make a formal complaint under the Complaints Procedure, a copy of which is available on the school's website.

Yours sincerely,

[Name]
Headteacher

17 Appendix 6 - Letter lifting premises ban

This letter can be used to lift a premises ban after considering the responsible adult's representations. It can also be adapted to confirm the outcome of a review of the premises ban as a follow up to template letter appendix XX Review of premises ban - extending ban.

Sent by the Headteacher

Sent via recorded delivery

[Name of Responsible Adult/Person]

[Address]

[Date]

Dear [Name of Responsible Adult/Person]

Conduct on School Premises

I write further to my letter dated [date] regarding the withdrawal of permission for you to enter the school premises. I gave you the opportunity to give your written comments on the incident[s] by [date].

I have received a [letter/email] from you dated [date], the contents of which I have carefully considered. [Set out in summary what the letter/email states and how you have considered the representations made.]]

After careful consideration of all relevant evidence, including reports from the incident[s] and the representations you have made, I have determined that the decision to withdraw permission for you to enter onto the school premises should be lifted. Permission for you to attend the school site is therefore reinstated [with immediate effect/ from specific date and time].

[Insert if appropriate: However, should there be a further instance of behaviour of this nature, then I will consider taking action again in line with our Code of Conduct for Responsible Adults.]

This may include restricting your access to the school premises and/or contact with school staff].

If you have any queries, please direct these to [me/named member of staff] in the first instance.

Yours sincerely

[Name]

Headteacher

18 Appendix 7 - Letter to record breach of premises ban

This letter can be used to write to a responsible adult who has breached a premises ban.

Sent by the Headteacher

Sent via recorded delivery

[Name of Responsible Adult/Person]

[Address]

[Date]

Dear [Name of Responsible Adult/Person]

Conduct on School Premises

I write further to my letter dated [date] confirming that permission for you to come onto the school premises has been withdrawn until [date].

Despite this, I have been made aware of further incident[s] on [date(s)] at approximately [time(s)].

[Insert detailed factual summary of the incident(s)/conduct; use the completed incident report form(s) to assist you].

I previously advised you that should you access any part of the school premises in breach of this ban, you will be removed from the school premises by a member of staff and/or by the police. I also advised that if you caused a nuisance or disturbance on the school premises, then the matter would be reported to the police, who may decide to prosecute you under Section 547 of the Education Act 1996. If convicted under this section, you are liable to a fine of up to £500.

[In view of your behaviour on this occasion, this matter has been reported to the police.]

You are reminded that the decision to withdraw permission for you to enter the school premises remains in effect until [date], when it will be reviewed. When deciding whether it will be necessary to extend the withdrawal of permission to come onto school premises, consideration will be given to the extent of your compliance with my decision to withdraw your access to school premises, 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 have any queries, please direct these in writing to [me/named member of staff] in the first instance.

[Name]

Headteacher

19 Appendix 8 - Letter regarding review of premises ban - extending ban

This letter can be used to communicate the outcome of a review of a premises ban to advise a responsible adult that the ban will remain in place for a further period.

Sent by the Headteacher

Sent via recorded delivery

[Name of Responsible Adult/Person]
[Address]

[Date]

Dear [Name of Responsible Adult/Person]

Conduct on School Premises

I write further to my letter dated [date] confirming that permission for you to come onto the school premises has been withdrawn until [date]. In my letter, I also advised that I would undertake a review of this decision by [date].

I have now undertaken a review, and I have determined that the withdrawal of your permission to access the school premises shall remain in place. This means that you must continue not to enter onto any part of the school premises unless you have an agreed prior appointment made in writing with the school.

The reasons for this decision are [insert detailed reasons for extension of premises ban e.g. further inappropriate conduct / breaches of school policy. Reference any letters that have been sent recording breaches].

Notwithstanding my decision, the school remains committed to the education of your [son/daughter/children], who must continue to attend school as normal.

[For the duration of this ban (see below) you may bring your [son/daughter/children] to school and collect [him/her/them] at the end of the school day, but you must not go beyond the school gate.

Add if appropriate (e.g. for infant children):

Arrangements have been made for your [son/daughter/children] to be collected, and returned to you, at the school gate by a member of the school's staff.]

As you are aware, should you access any part of the school premises in breach of this ban, you will be removed from the school premises by a member of staff and/or by the police. If you cause a nuisance or disturbance on the school premises, then the police may decide to prosecute you under Section 547 of the Education Act 1996. If convicted under this section, you are liable to a fine of up to £500.

Commented [BL4]: Do we want to add here...
The following conditions will apply during the ban: *(delete as appropriate)*

- You must be accompanied to any meeting with a member of the senior leadership team.
- You may not contact by telephone or in writing any member of staff. You may contact either myself or Deputy Headteacher.
- You may not attend any events for responsible adults except those where you will be accompanied by a member of the senior leadership of the school.
- Other measures as are reasonable and proportionate.

I have determined that the withdrawal of your permission to access the school premises shall remain in place until [date].

However, you have the opportunity to provide me with any comments or observations of your own in writing about this decision. These comments may include any expressions of regret on your part, any assurances you are prepared to give about your future good conduct and/or any explanation and/or challenges of the facts of the incident. Please send any written representations you wish to make to me by [date e.g. 10 school days from date of letter].

On receipt of your representations, I will consider whether my decision to continue to bar you from the school site should be affirmed, or whether those restrictions should be varied or removed.

Yours sincerely

[Name]
Headteacher

20 Appendix 9 - Letter regarding review of premises ban - lifting ban

This letter can be used to communicate the outcome of a review of a premises ban to advise a responsible adult that the ban will be lifted.

Sent by the Headteacher

Sent via recorded delivery

[Name of Responsible Adult/Person]

[Address]

[Date]

Dear [Name of Responsible Adult/Person]

Conduct on School Premises

I write further to my letter dated [date] confirming that permission for you to come onto the school premises has been withdrawn until [date]. In my letter, I also advised that I would undertake a review of this decision by [date].

I have now undertaken a review, and I have determined that the decision to withdraw permission for you to enter onto school premises shall be lifted. Permission for you to attend the school site is therefore reinstated [with immediate effect/ from specific date and time].

[Insert if appropriate: However, should there be a further instance of behaviour of a similar nature, then I will consider taking action again in line with our Code of Conduct for Responsible Adults. This may include restricting your access to the school premises and/or contact with school staff.

If you have any queries, please direct these to [me/named member of staff] in the first instance.

Yours sincerely

[Name]

Headteacher

21 Appendix 10 - Letter for immediate restrictions on communication (for serious incidents)

Use this letter where a responsible adult has breached the Code of Conduct for Responsible Adults in a serious manner that warrants putting immediate restrictions on communication.

Sent by the Headteacher

Sent via recorded delivery

[Name of Responsible Adult/Person]
[Address]

[Date]

Dear [Name of Responsible Adult/Person]

Your communication with the school

I have been made aware of a recent [email][telephone call] from you [to/with] [name member of staff] on [date] at approximately [time].

[Insert detailed factual summary of the incident/conduct and any repercussions of the behaviour for the staff member concerned (e.g. causing distress)].

The school is committed to working in partnership with responsible adults and we are always willing to discuss concerns and agree a positive way forward. However, we do expect all responsible adults to work in mutual co-operation with the school and to treat staff with the respect to which they are entitled.

I consider your behaviour on this occasion to have been unacceptable. The school has a duty of care towards its staff and communication of this nature will not be tolerated.

Due to the seriousness of this incident, and in accordance with our Code of Conduct for Responsible Adults, I am writing to inform you that I am placing the following restrictions on your communication with school staff with immediate effect:

[Insert restrictions to be applied. By way of example only:

1. You are no longer permitted to telephone the school or any member of the school staff. School staff have been instructed to terminate any telephone call with you.
2. Any email relating to your child must be directed to [name of staff] at [email address] only. All other members of staff have been instructed that any emails received from you are to be forwarded to this central point of contact OR Any emails sent to other members of staff will be automatically redirected to [name of staff] and will not be received by those individual staff members.
3. Any email correspondence from you must be addressed to [email address]. This email account will be reviewed by me on a [day of the week]. All emails should be succinct, relevant and avoid repetition. Any email over [number of words] in

length will not be reviewed. I will review a maximum of [5] email communications from you per week.]

The school will always respond to an emergency communication relating to an emergency event regarding your child. The school will not respond to any communication raised if it does not consider that it relates to an emergency situation.

These restrictions take effect immediately and I have determined that they will remain in place until [date], when they will be reviewed. When deciding whether it will be necessary to extend these restrictions, consideration will be given to the extent of your compliance with my decision to restrict your communication with school staff, 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 make a formal complaint under the Complaints Procedure, a copy of which is available on the school's website.

Yours sincerely,

[Name]
Headteacher

22 Appendix 11 - Letter restricting communications following warning

This letter can be used to issue restrictions on communication to a responsible adult who has previously received a warning letter (template 5c).

Sent by the Headteacher

Sent via recorded delivery

[Name of Responsible Adult/Person]

[Address]

[Date]

Dear [Name of Responsible Adult/Person]

Your communication with the school

[Use in response to a single incident] I have been made aware of a recent [email][telephone call] from you [to/with] [name member of staff] on [date] at [time].

OR

[Use in response to a number of incidents] I am writing to express my continuing concern about the [insert nature of concern e.g. quantity/tone/language] of your correspondence and exchanges with the school since [date]. [I have attached to this letter a list of your correspondence and exchanges with the school since [date].] [Insert detailed factual summary of the incident/conduct and explain why it is unacceptable.]

As previously stated, I consider your behaviour to be unacceptable.

Due to this further incident(s), and in accordance with our Code of Conduct of Responsible Adults, I am writing to inform you that I am **placing the following restrictions on your communication with school staff with immediate effect:**

[Insert restrictions to be applied. By way of example only:

1. You are no longer permitted to telephone the school or any member of the school staff. School staff have been instructed to terminate any telephone call with you.
2. Any email relating to your child must be directed to [name of staff] at [email address] only. All other members of staff have been instructed that any emails received from you are to be forwarded to this central point of contact **OR** Any emails sent to other members of staff will be automatically redirected to [name of staff] and will not be received by those individual staff members.
3. Any email correspondence from you must be addressed to [email address]. This email account will be reviewed by me on a [day of the week]. All emails should be succinct, relevant and avoid repetition. Any email over [number of words] in length will not be reviewed. I will review a maximum of [5] email communications from you per week.]

The school will always respond to an emergency communication relating to an emergency event regarding your child. The school will not respond to any communication raised if it does not consider that it relates to an emergency situation.

These restrictions take effect immediately and I have determined that they will remain in place until [date], when they will be reviewed. When deciding whether it will be necessary to extend these restrictions, consideration will be given to the extent of your compliance with my decision to restrict your communication with school staff, 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 make a formal complaint under the Complaints Procedure, a copy of which is available on the school's website.

Yours sincerely,

[Name]
Headteacher

23 Appendix 12 - letter regarding the review of communication restrictions

This letter can be used to inform a responsible adult of the outcome of a review of the decision to restrict communication.

Sent by the Headteacher

Sent via recorded delivery

[Name of Responsible Adult/Person]

[Address]

[Date]

Dear [Name of Responsible Adult/Person]

Your communication with the school

I write further to my letter dated [date] outlining my decision to restrict your communication with the school and its staff until [date]. In that letter, I also advised that I would undertake a review of this decision by [date].

I have now undertaken that review.

OPTION 1: Lifting restrictions

As you have fully complied with the restrictions, I have decided that **these restrictions will be lifted immediately**. I hope that going forward you continue to communicate with the school in a satisfactory manner.

OPTION 2: Amending restrictions

Upon reviewing the restrictions, I have determined that **these restrictions should be amended to [insert amended restrictions to be applied]**.

My reasons for this are [insert detailed reasons for putting in place amended restrictions. Reference any letters that have been sent recording breaches (if any)]. The amended restriction[s] will apply from [date/immediately] and will remain in place until [date]. I will review the restrictions again by this date and notify you of the outcome of my review. When deciding whether it will be necessary to extend these restrictions, consideration will be given to the extent of your compliance with my decision to restrict your communication with school staff, 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 make a formal complaint under the Complaints Procedure, a copy of which is available on the school's website.

OPTION 3: Restrictions to remain in place

You have not complied with the restrictions placed on your communications with the school. [insert details of instances where the restrictions have been breached, referencing any letters that have been sent recording breaches (if any)]. For these

reasons, I have decided that **the restrictions on your communication will remain in place until [date].** By way of reminder, these restrictions are: **[Insert restrictions from previous letter.]**

I will review the restrictions again by **[date]** and inform you of the outcome. When deciding whether it will be necessary to extend these restrictions, consideration will be given to the extent of your compliance with my decision to restrict your communication with school staff, 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 make a formal complaint under the Complaints Procedure, a copy of which is available on the school's website.

Yours sincerely,

[Name]
Headteacher

24 Appendix 13 - letter regarding the review of communication restrictions

Example wording to send out to a responsible adult or as wider communication/school newsletter regarding appropriate use of social media.

Use this wording to send out a letter or communication to responsible adults of CYP at the school where there are issues with posting on social media about the school and/or staff.

Sent by the Headteacher

[Name of Responsible Adult/Person]

[Address]

[Date]

Dear [Name of Responsible Adult/Person]

Your communication with the school

The school has recently been made aware that posts/comments have been published on social media sites that relate to members of staff and the general running of the school. The school would like to remind **you/ responsible adults** that it will address any concerns or issues raised by responsible adults in accordance with the school's complaints policy, which can be found on the school's website or a copy of which can be requested from the school office.

The school urges **you/ responsible adults** to approach the school with any concerns and to refrain from expressing concerns about the school and its staff on social media sites. If the school is not aware of any issues, then it cannot investigate and resolve them. Expressing concerns on social media may damage the reputation of the school and the integrity of its staff may be unnecessarily called into question. Negative comments posted on social media can cause upset and are often counterproductive to the overall aim of educating children and young people.

The school aims to hold constructive communication with **you/ responsible adults** and is continually looking at fresh ways of school and engagement to serve the best interests of all those in the school community. Our Code of Conduct for Responsible Adults clearly set out the kinds of behaviours from responsible adults that we consider to be unacceptable and the actions that we may take in response to such conduct. A copy of this code of conduct can be requested from the school office.

Yours sincerely,

[Name]

Headteacher

25 Appendix 14 - Warning letter regarding statements on social media

This letter can be used in response to the social media post(s) of a responsible adult which targets the school or its staff.

Sent by the Headteacher

[Name of Responsible Adult/Person]

[Address]

[Date]

Dear [Name of Responsible Adult/Person]

Inappropriate use of social media

It has come to my attention that you have made inappropriate [posts/comments/statements] about the [school/members of school staff] on [name of social media page e.g. Facebook/Instagram/Twitter].

[I enclose a screenshot of the [post/comment/statements]] and/or [Describe in detail what the posts/comments/statements say].

The school is committed to working in partnership with responsible adults and we are always willing to discuss concerns and agree a positive way forward. The school has a complaints procedure which responsible adults are entitled to use where they disagree about the actions or otherwise of the school.

However, we do expect all responsible adults to work in mutual co-operation with the school and to treat staff with the respect to which they are entitled. Expressing concerns on social media may damage the reputation of the school and the integrity of its staff may be unnecessarily called into question. Negative comments posted on social media can cause upset and are often counterproductive to the overall aim of educating children and young people.

The school has a duty of care to ensure the welfare and safety of all staff. [Posts/comments/ statements] of this nature will not be tolerated.

In view of the above, I would ask that you immediately delete the [posts/comments/statements] from the social media page.

If, you refuse to do so and if, despite this letter, you continue to make inappropriate [posts/comments/statements] about the [school/members of school staff] on social media then I will consider taking action to protect staff in line with our Code of Conduct for Responsible Adults. This may include placing restrictions on your access to and contact with school staff.

I hope that such action will not be necessary and there will be no further instances of [posts/comments/statements] of this nature from you.

Yours sincerely,

[Name]
Headteacher