

POLICY ON DEALING WITH ABUSIVE VISITORS POTENTIALLY BANNING A PERSON FROM SCHOOL SITE

St Mary & St Margaret's CE Primary School



Dealing With Abusive Visitors Policy

October 2025

Our School Philosophy

At St Mary and St Margaret's School we aim to provide a happy, caring and secure Christian environment in which children can grow in confidence, develop their individual abilities and

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realise their full potential. We work hard to ensure this environment is friendly, welcoming, stimulating and safe.

We foster an atmosphere in which children develop fully and are given the opportunity to grow into well-balanced, independent, tolerant, valued individuals who believe that they can make a positive difference to the world in which they live.

Our School Vision

Helping each of us to be the best we can be by living 'life in all its fullness'
(John 10:10)

Our vision is for all members of our school family to continually develop spiritually, morally, academically, emotionally and culturally so that they can be the best version of themselves possible: we want each child and adult to experience the 'life in all its fullness' that Jesus talks about in the book of John.

We believe that living life in all its fullness can be summed up by the following things that Jesus said:

"Love one another as I have loved you." John 15:12

"Let your light shine before others." Matthew 5:16

In other words, living life in all its fullness is all about following Jesus's example, sharing God's love with everyone and making a positive difference in the world around us.

Our school values are based on five key purposes:

- Growing As A Child Of God
- Loving Learning
- Caring
- Achieving
- Personal Development

Our values are all important to us, but we believe that the life and teaching of Jesus show us that the most important of our values is **LOVE**. Christian love for all is central to everything we do.

Our school encourages close links with parents and the community. It believes pupils benefit when the relationship between home and school is a positive one. The vast majority of parents, carers and others visiting our school are keen to work in partnership with us and are supportive of the school.

A mutually respectful relationship benefits everyone involved in a child's education.

However, on the rare occasions, when a negative attitude towards the school is expressed, this can result in aggression and verbal/physical abuse towards members of school staff or the wider school community.

The governing body expects and requires its members of staff to behave professionally in these difficult situations and attempt to defuse the situation where possible, seeking the involvement, as appropriate, of other colleagues. All members of staff have the right to work without fear of

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violence and abuse, and the right, in an extreme case, of appropriate self-defence. We expect parents and other visitors to behave in a reasonable way towards members of the school staff.

St Mary and St Margaret's School will be proactive in reminding parents / carers of the expected behaviour towards school and while on school site. The Parent Code of Conduct and school values will be a constant reference point on the school website. If St Mary and St Margaret's School sees an escalation in poor behaviour that goes against the outlined standards, a warning letter may be sent to the person to remind them of our shared expectations, and to give them an opportunity to adjust or change the current behaviours. Mediation, led by the head teacher, may be sought alongside a warning letter.

Where a behaviour incident is considered serious, mediation and warnings may not be appropriate and a time limited ban will be implemented.

This policy outlines the steps that will be taken where behaviour is unacceptable.

Types of behaviour that are considered serious and unacceptable and that will not be tolerated are as follows:

- shouting at members of the school staff, either in person or over the telephone
- physically intimidating a member of staff (e.g. standing very close to them)
- the use of aggressive hand gestures
- threatening behaviour
- shaking or holding a fist towards another person
- swearing
- pushing
- hitting (e.g. slapping, punching and kicking)
- spitting
- breaching the school's security procedures.
- evidence of encouraging or facilitating aggression towards the school through social media channels

This is not an exhaustive list; it seeks to provide illustrations of such behaviour. The Department for Education states the following: ***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.*** [Controlling access to school premises - GOV.UK](#)

Unacceptable behaviour may also result in the governing body and the police being informed of the incident.

A **warning letter** may be sent if a parent/carer behaves unacceptably towards a member of the school community. If it's appropriate, the school's complaints procedures should be followed. Mediation may be facilitated to improve, repair and reset relationships.

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Where all relevant procedures have been exhausted and aggression and/or intimidation continue, or where there is an act of violence, a parent/carer may be banned by the head teacher from the school's premises for a defined period.

In imposing a ban, the following steps will be taken:

1. The parent/carer will be informed, in writing, that they are banned from the school's premises, subject to review, and what will happen if the ban is breached e.g. police involvement or an injunction application may follow.
2. School will give a clear time frame of the duration of the ban.
3. The school will make it explicitly clear how contact will be facilitated, including events such as parents' evenings and consultations, if they fall within the time frame of the ban.
4. Parent / carer will be invited to make written representations.
5. Where an assault has led to a ban, a statement indicating the matter has been reported to the employing body, and the police will be included
6. The chair of governors will be informed of the ban
7. Where appropriate, arrangements for pupils being delivered to and collected from the school gates will be clarified.

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The employing body may take action where behaviour is unacceptable, or there are serious breaches of a home-school code of conduct or health and safety legislation.

In implementing this policy, the school will, as appropriate, seek advice from the employing body's education, health and safety and legal departments to ensure fairness and consistency. The policy will be reviewed annually.

Signed Chair of the governing body Date
Signed Head teacher Date