



**FARNWORTH CHURCH OF ENGLAND
PRIMARY SCHOOL**

**Policy on Managing Aggressive Behaviour from Parents and
Visitors to our School**

Recommended by	J. Stillings
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1. Underlying principles

The relationships between parents/carers and visitors and this School are greatly valued; partnership working is seen as enhancing the education of pupils in the School.

- Parents and visitors are welcome to come into School to discuss matters of concern with members of staff
- All meetings held in School are by mutual consent
- All meetings will take place in an atmosphere of mutual respect and trust
- School staff and parents/carers and visitors will act reasonably and responsibly in dealing with issues of concern
- Parents / carers with concerns/complaints about pupils other than their own should not deal with the pupil in question but should address their concerns to a member of School staff
- All parties will work together to resolve difficulties, even when they relate to matters of a personal nature
- Parents should allow the School a reasonable period of time to investigate complaints/ concerns, in compliance with the School's complaints procedures.

2. Purpose

The vast majority of parents, carers and others visiting our School are keen to work with us and are supportive of what we do. However, on the rare occasions when a negative attitude towards the School is expressed, this can result in aggression, verbal and or physical abuse towards members of School staff or the wider School community.

All members of the School community have a right to expect that their School is a safe place in which to work and learn. Abuse, threatening behaviour or violence against School staff or other members of the School community are not considered to be an acceptable part of any job and will not be tolerated. It is not part of the duties of any employee to accept such behaviour. Any incident will be treated seriously and a disruptive visitor may be banned from entering the School or even prosecuted.

The Governing Body of Farnworth CE Primary is committed to reducing the risks to its School staff from acts of violence and aggression by:

- Demonstrating to staff that the potential for violence at work is recognised
- Issuing clear procedures/guidelines, which include preventative and protective measures
- Providing adequate training to staff who may be subject to violence or abuse to develop their ability to anticipate violent incidents and deal with them
- Clarifying violent incident reporting and monitoring procedures

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- Encouraging proper reporting of incidents and near misses and ensuring that School staff do not avoid reporting violent incidents in the belief that an assault may suggest a failure on the part of the member of staff concerned
- 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.

3. Types of aggression

In identifying types of aggression the Governing Body recognises that staff can be intimidated or threatened by a variety of circumstances, not simply physical assault, which includes:

- Kicking
- Biting
- Punching
- Poking or pushing
- Spitting
- Scratching
- Head butting
- Tripping
- Actions that restrict movement
- Unwanted physical contact which results in no injury
- Use of weapons
- Use of missiles

Other aggressive behaviour:

- Swearing
- Other verbal or written abuse which causes personal offence or distress
- Sexual, racial or other harassment
- Bullying
- Intimidation
- Damage to personal property
- Abusive telephone calls, letters, faxes, emails, website / social media usage
- Shouting
- Posturing
- Gestures
- Insults
- Innuendo
- Unreasonable demands or blackmail
- Deliberate silence

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4. Procedures for staff in dealing with incidents involving violent, threatening of abusive visitors

4.1 Avoiding an Incident

Parents, or members of the public, may arrive in a tense, agitated state and how they are initially dealt with might well make the difference between a minor exchange of words and a violent confrontation.

Members of staff are entitled to support from their phase leader / line manager in handling a potentially difficult parent interview, so, if you have any concerns you should discuss them with your phase leader / line manager. Sensitivity towards parental difficulties is an asset. Many adults are still influenced by their own Schooling and other childhood experiences, as well as their consequent expectations for their own children. Over anxious or even ambitious parents can feel very vulnerable.

Preparation is an essential ingredient in ensuring that meetings prove constructive rather than confrontational.

The School advises all staff not to engage in work related conversations with parents / carers etc outside of the School boundary, including via social media. Staff that do risk breaching confidentiality guidelines and may also be putting themselves at unnecessary risk of abuse.

Always try to:

Prepare in advance by:

- Ensuring there is enough space in the room, whilst also making it appear intimate and relaxing. People can need greater personal space than normal when upset or angry and the proximity of others can be threatening
- Having an alarm readily available (a member of staff nearby / door open)
- Considering having a colleague present or pre-arranging with a colleague to check all is well if you have reason to believe that the visitor has a previous history of aggression or violence, or appears to be aggressive or violent.
- Gathering information that might help
- Ensuring the layout of the room is not intimidating for visitors and allows you to escape quickly; if possible position your chair/desk with the door behind you Positioning seating at equal height so that the visitor does not feel patronised, and, if possible, at a 45 degree angle as this is less threatening. Avoid barriers if it is safe to do so.
- Considering items in the room that could be used as potential weapons

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- Removing an angry or upset person from an audience, or, if easier, remove the audience and don't leave them waiting unnecessarily. The fewer people that are involved in an incident, the easier it is for an aggressor to back down without losing face
- Keeping the discussion as calm and friendly as possible, paraphrasing what has been said and using sympathy and empathy where appropriate
- Summarising what has been said and following through. This will help to build trust and respect.

4.2 Minimise a parent / visitor's frustration by:

Being yourself. Do not hide behind authority, status or a job title. By using your name instead of a description of your status, you are presenting yourself as another human being. Later on, it may be important to explain what authority or status you have in order to reassure the visitor that you are in a position to act on their behalf.

Keeping the visitor talking and explaining the problem, their perception of what has happened, why they feel aggrieved. Use verbal and non-verbal prompts (saying 'mmm' or 'yes' or nodding) to keep them talking. Use open questions to encourage them to talk and explain. Use positive body language, smile.

Listening and allowing the visitor to express any complaint, without preventing them from finishing what they have to say. Listen empathetically without pre-judging or patronising. Listen also for the feelings, concerns and possible intentions behind their words

Responding promptly, paying attention and showing that you do care about their problem. Don't keep leaving the room as this gives the message that you have other more important matters to deal with.

Being polite, pleasant and reassuring and do not show anger. Resist arguing. It is very tempting to respond and become engaged in an argument, especially if you are the butt of aggression or accused in some way, but it is far more likely to result in conflict or confrontation than contribute to defusing the situation.

Paying attention to your body language so it is as non-threatening as possible.

Avoiding aggressive or defensive stances, such as arms folded, hands on hips or waving fingers or arms. Try to relax your facial muscles and convey openness and empathy with the speaker. Make eye contact, but avoid constant eye contact that may be threatening or trigger aggression because it is perceived as staring

Trying to explain clearly in jargon free language precisely what your difficulty is in giving the aggressive person what they want. Repeat it until you are sure you are understood because upset people do not always hear the first time.

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Not making any promises which you know you cannot keep as this may make things worse for you or your colleagues at a later date.

Making sure that you are aware of the School's emergency action plan/'lockdown' procedures and when these should be implemented.

5. Handling an Incident

5.1 General Principles

If someone becomes abusive or threatening, consider whether or not you can cope with the situation. You should not feel you have to cope with it alone: you should seek help from other people, or leave altogether. If a situation appears to be getting out of control, make an excuse and leave and immediately report the incident to the Head teacher/designated person.

It is important that you:

- Know whether you are in a position to offer the parent a realistic and reasonable answer to their expectations
- Know whether you are competent to handle the situation
- Are confident you have back up
- Are assured you can summon help
- Have a plan of how to approach the problem.

First keep calm, relax, allow yourself time to think and decide the best course of action. Ask yourself if what has occurred so far in the exchange means that someone else, specially briefed by you, would be better placed to handle the situation.

Colleagues may have particular skills or experience that you do not have. The situation may be such that it requires specialist help, such as the police to eject a person; if so, you should get help quickly, before the situation deteriorates.

5.2 Warning Signs

Someone who is potentially, or about to become, violent can give out signs and signals that constitute a recognisable warning:

- Agitation
- Tapping the table
- Loud speech / shouting
- Muscle tension in face, hands, limbs; fidgeting, hand-wringing; clenching fists
- Drawing breath in sharply
- Colour of face: pale is dangerous – the body is ready for action; a red face is likely to indicate a bark worse than the bite, but this could change

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- Finger- wagging or jabbing
- Inability to be still, even pacing about
- Swearing
- Staring eyes
- Sweating
- Oversensitivity to ideas, suggestions
- Rapid mood swings.

5.3 Over the Telephone

If a parent, carer or member of the public begins to exhibit aggressive or abusive behaviour, use of foul language or verbal threats towards any member of staff during a telephone call, the member of staff should:

Calmly state that the language used is unacceptable and that they will end the call if it continues.

Try to establish the name and contact details of the complainant (and the nature of the complaint if possible) and state that a member of the Leadership Team will return their call as soon as possible.

End the call. Make notes of what was said immediately on termination of the call and then report the incident to a member of the Leadership Team.

A member of the Leadership Team will contact the complainant to establish the nature of the complaint and try to resolve the issue.

5.4 Written Abuse

If a member of staff receives written correspondence, e.g. letter, e-mail or text of a threatening or abusive nature from a parent, carer or member of the public, this shall be reported immediately to a member of the Leadership Team and a copy retained as evidence.

The receiving member of staff will not reply to the correspondence without first agreeing the response with the Leadership Team member or, in preference, the Leadership Team member will respond on their behalf.

Whilst the School will make every effort to resolve any issue raised by the complainant, consideration may also be given to involving the police, especially where threats of violence have been made.

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Every effort must be made to minimise the likelihood of written abuse through not communicating using personal email or social media direct mail. Only use the secure School email for communicating with parents and other staff (on School related matters).

It should always be remembered that:

- The physical safety of employees is more important than the security of buildings or property
- When violence is threatened it is important that reasonable effort is made to control the situation
- If a situation is out of control it is better to retreat and get away if possible
- In controlling an incident, involvement of members of the public should be avoided
- If an implement has been involved in an attack, this should be retained, provided this can be done without any risk
- Physical intervention or restraint should always be regarded as an absolute last resort.

6. Action to be taken following an incident

Where there has been any kind of affray, where an assault* has resulted in actual injury, or where an employee has been seriously threatened, the police should be called.

**An assault occurs when a person suffers, or is put in immediate fear of, personal injury by the deliberate or reckless act of another.*

Any incidents of a less serious or ambiguous nature should still be discussed with the police.

In all cases of assault causing actual injury the employee sustaining the injury is advised to make a formal complaint to the police against the assailant, unless this is considered inappropriate. This decision, although personal, should be shared with the Head teacher. Assault is a criminal offence which may result in prosecution at court.

In all incidents of aggressive behaviour, the employee should:

- Seek medical attention, if required
- Report verbally to your Head teacher/line manager as soon as possible.
- Complete an Incident Report Form and pass to your Head teacher/ line manager for investigation, having sought Union advice, if appropriate (Appendix 2).
- Take time with your Head teacher / line manager to discuss incident and your feelings
- Ask for assistance if you need it
- Consider Police involvement, if they are not already involved
- Seek advice on your entitlement to claim financial compensation, if appropriate.

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Employees have joint responsibility with their employer to review any incidents and identify the need for appropriate training and counselling, and specific strategies to reduce the level of risk.

Action to be taken by the Head teacher / designated person following an incident:

- Provide access to a private area for as long as necessary where the member of staff can sit with a friend or colleague
- Provide assistance, if necessary, for the member of staff to go home/visit their GP/attend hospital etc. A medical assessment of any injury should be made as soon as practicable and, in case of visible injuries, it is helpful to obtain photographs
- Make time for the employee to talk to you
- Explain the employee’s right to involve the police if they so wish
- Contact the Police as below under ‘Role of Cheshire Police’
- Provide the opportunity for the member of staff to consult his/her trade union representative before submitting their completed Incident Report Form/Statement (Appendix 2)
- Report the incident (see Reporting Procedures below)
- Carry out a thorough investigation into the incident
- Obtain written statements from witnesses as soon as possible after the incident (the sooner the better)
- All evidence obtained should be retained to support any action taken
- Maintain regular contact with the person if they are off work because of the incident
- Make the member of staff aware of the availability of occupational health advice and professional counselling through SAS
- Review risk assessments and procedures following an incident and amend if necessary without delay
- Ensure other relevant staff are informed of the incident and of any changes to working practices.

7. Reporting Procedures

A great deal of crime and other incidents often go unreported, sometimes because they are considered too trivial to report or there is a view that no action will be taken when incidents do occur. Consequently, failure to report incidents and near misses gives a false picture of the real situation. As the employer, the Governing Body has a duty to ensure a safe and secure workplace, but cannot help if it is unaware of problems.

The Head teacher and staff must ensure that all incidents are properly reported and acted upon so that recurrence can be prevented. It is important to record the circumstances that led to violence as this may help identify what events may have triggered the incident and what systems or procedures may need revision.

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As soon as practicable after the incident, a written statement / incident report form (Appendix 2) should be prepared by the member of staff concerned which includes circumstances leading up to the incident. It needs to contain sufficient detail to help identify appropriate preventive measures and to help assess whether those measures were successful. Suggested details include information on:

- Where the incident occurred, including physical environment
- The time of day
- Activity at the time of the incident
- Details of the perpetrator
- The relationship between the victim and the perpetrator
- An account of what happened
- The outcome

If preventive measures have been introduced, did they help?

The Head teacher should inform the Chair of Governors in confidence of each incident. Where required the LA should also be informed.

The School will need to retain proper evidence so that it can be used to support any action taken. Recording details of incidents will also help in reviewing the School's policy and should inform future risk assessments.

8. Support

8.1 Occupational Health advice and telephone-based professional counselling is available through the School's Staff Insurance provider (SAS).

8.2 Role of Local Authority

Advice and support is available from the Local Authority through the Legal Team.

8.3 Role of Cheshire Police

If Head teachers have any concerns or fears regarding a potentially violent, threatening or abusive visitor, they should not hesitate to contact the police in advance for help and advice. The Police will act to support Schools in the prevention of such incidents and will not consider any issue too small, if a School has concerns. They will provide advice and support, including being present on the premises when a visit is made, if it is agreed this would be helpful.

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9. Follow up

The Head teacher will need to make a judgement as to whether the visitor is likely to become involved in such an incident again, or whether there were unique circumstances in this specific case. If it is likely that the behaviour will be repeated, a warning letter should be sent, explaining that the behaviour is unacceptable and will not be tolerated on the School premises / online. Depending on the circumstances, it may be helpful to discuss the warning letter with the LA Legal Team.

For future visits to the School, advance notice of an intention to visit could be required and an independent witness could be present.

In all cases of assault causing actual injury the employee sustaining the injury should be advised to make a formal complaint to the police against the assailant, unless this is considered inappropriate.

The Head teacher / Governing Body / LA have the power to ban anyone from coming onto School premises for a specified period of time. This decision will be communicated to the person concerned. When the period elapses, the Head teacher / Governing Body / LA will review whether the visitor's ban from the School premises should continue or whether it should be lifted.

If abusive behaviour is repeated, the visitor should be declared unwelcome and they can be ordered off the premises as they then become a trespasser under Section 547 of the Education Act 1996. *This power is usually delegated by the Local Authority to the Head teacher and site manager.*

10. Banning a parent / visitor from the School

The School reserves the right to impose a temporary or permanent ban from the School premises on any parent / carer or member of the public who has demonstrated aggressive or abusive behaviour towards any member of staff, student, visitor or volunteer at the School.

The decision shall be made by the Head teacher in consultation with the Chair of Governors and the length of any ban shall be proportionate to the nature and circumstance of the incident.

In the case of a parent / carer, prior to a ban being imposed (except in urgent situations), the Head teacher / Chair of Governors shall write to the individual indicating that a ban from the premises is being considered, stating the reasons for this and the date by which any written representations by the individual should be received by the School before the decision is made. In urgent situations, the Head teacher may impose an immediate temporary ban in writing and provide the parent / carer the opportunity to make written representations prior to formalising any extension to the ban.

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Where the decision to impose a ban is made, notification of the ban shall be in writing and shall clearly state:

- The reason for the ban being imposed
- The date of commencement of the ban
- A date by which any written representations by the individual should be received by the School
- A date for review of the ban and how this will be arranged (including any reparation that may be required by the School, e.g. a written apology)
- Provision to be made (if a parent or carer) for access to their child during the School day, e.g. should an emergency occur and the process to be followed should the parent/carers wish to contact the School or need to attend meetings at the School
- What action will be taken to remove the individual from the premises should the ban be breached

The banned individual will be invited to make written representations and to attend a review meeting (accompanied by a friend or relative if required) with the Head teacher and/or a panel of Governors/police representative (this may take place away from the School site if appropriate). The Panel will review the ban and consider whether to lift it, make it permanent or continue it for a specified period.

The Head teacher may remove the ban at any time prior to the review date if appropriate resolution has been achieved.

Any ban imposed will not prevent or affect the outcome of the School's investigation into any complaints raised by the individual concerned. These will be handled as per the School's Complaints Policy/Procedure.

11. Review and Monitoring

This policy will be reviewed by the Governing Body every three years.

All incidences of aggressive or abusive behaviour directed towards staff, students, visitors or volunteers by a Parent/Carer or member of the Public will be recorded and reported to the Governing Body to inform review of this policy.

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Appendix 1 -website

Farnworth CE Primary

Policy on managing aggressive behaviour from parents and visitors to our School

Statement of principles

The ethos of Farnworth CE Primary School encourages close links with parents/carers and the community. It believes that 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 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, verbal and or 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 to defuse the situation where possible, seeking the involvement as appropriate of other colleagues. However, all members of staff have the right to work without fear of violence and abuse, and the right, in an extreme case, of appropriate self- defence.

We expect parents / carers and other visitors to behave in a reasonable way towards members of School staff. Our policy on managing aggressive behaviour from parents and visitors to our School outlines the steps that will be taken where behaviour is unacceptable.

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

- 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 her / him
- 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;
- abusive telephone calls, letters, faxes, emails, website / social media usage

This is not an exhaustive list but seeks to provide illustrations of such behaviour.

Unacceptable behaviour may result in the Local Authority and the police being informed of the incident.



Procedure to be followed

If a parent / carer behaves in an unacceptable way towards a member of the School community, the Head teacher or appropriate senior member of staff will seek to resolve the situation through discussion and mediation. If necessary, the School's complaints procedures should be followed. Where all procedures have been exhausted, and aggression or intimidation continue, or where there is an extreme act of violence, a parent or carer may be banned by the Head teacher / Governing Body from the School premises for a period of time, subject to review.

In imposing a ban the following steps will be taken:

The parent / carer will be informed, in writing, that she / he is banned from the premises, subject to review, and what will happen if the ban is e.g. that police involvement or an injunction application may follow

Where an assault has led to a ban, a statement indicating that the matter has been reported to the local authority and the police will be included

The Chair of Governors/LA will be informed of the ban.

Where appropriate, arrangements for pupils being delivered to, and collected from the School premises will be clarified.

Conclusion

The Local Authority itself may take action where behaviour is unacceptable or there are serious breaches of health and safety legislation. In implementing this policy, the School will, as appropriate, seek advice from its HR provider together with the Local Authority's education, health and safety and legal departments, to ensure fairness and consistency.



Appendix 2

Incident report form

Relevant incidents include trespass, nuisance or disturbance on School premises, verbal abuse, sexual or racial abuse, threats, aggression, physical violence and intentional damage to property.

Where possible, the form should be completed before any discussion between witnesses is possible, as this may lead to allegations of collusion.

The form should be completed as fully as possible, using a continuation sheet if necessary. For any incident involving or witnessed by a pupil or parent / carer / visitor, a member of staff should complete the form on their behalf.

The completed form should be passed to the Head teacher for appropriate action and recording, including, where necessary, on HBC's online recording system.

Date of incident: _____

Time of incident: _____

Name of person reporting incident: _____

Date incident reported: _____

Member of staff recording incident (if different to above): _____

Date incident recorded: _____

Name(s) of person(s) causing incident

(where name(s) is/are unknown, provide other details of which may allow their identification)

Status(es) (parents/carers/visitors/trespassers): _____



Full description of incident (e.g. names of persons involved; location; nature of any injuries; attendance of emergency services)

(use continuation sheet if necessary)

Names of any witnesses and statuses:

Linked incidents (if any):

Signed: _____

Print name: _____

Date: _____

Office use only:

Date received: _____

Person receiving form: _____

Initial action / outcome (e.g. informal conciliation; police intervention; warning or banning letter issued):



Summary of subsequent actions taken by the School, including risk assessments:

Signed: _____

Date: _____



Appendix 3

(Warning letter, from the Head teacher: to parent/carer with child/ren at the School)

Recorded delivery

Dear

I have received a report about your conduct at the School on (enter date and time). (Add factual summary of the incident and of its effect on staff, pupils, other parents / carers)

I must inform you that the Local Authority / Governing Body (delete as appropriate) will not tolerate conduct of this nature on its premises and will act to protect its staff and pupils.

Therefore if, in the future, I receive any reports of conduct of this nature I will be forced to consider removing your licence to enter the School grounds and buildings. If you do not comply with that instruction I will be able to arrange for you to be removed from the premises and prosecuted under Section 547 of the Education Act 1996. If convicted under this section, you are liable to a fine of up to £500.

Nevertheless, 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. 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 (state date ten working days from the date of letter).

Yours sincerely

Head teacher



Appendix 4

Banning letter from the Governing Body: to parent / carers with child/ren at the School

Recorded delivery

Dear

I have received a report from the Head teacher at (insert name of School) about your conduct on (enter date and time).

(Add factual summary of the incident and of its effect on staff, pupils, other parents)

I must inform you that the Governing Body will not tolerate conduct of this nature on its premises and will act to protect its staff and pupils. On the advice of the Head teacher I am therefore instructing that until (add date), 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.

For the duration of this decision you may bring your son(s)/daughter(s) (complete as appropriate) to School and collect them / him / her (delete as appropriate) at the end of the School day, but you must not go beyond the School gate.

The withdrawal of permission for you to enter the School premises takes effect straightaway. However, I still need to decide whether it is appropriate to confirm this decision. Before I 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 from the Head teacher. These comments may include any expressions of regret on your part and any assurances you are prepared to give 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 (state date ten working days from the date of letter). If on receipt of your comments I consider that my decision should be confirmed, or extended, you will be supplied with details of how to pursue a review of the circumstances of your case.

In any event, the decision to withdraw your licence to enter the School premises will be reviewed by(complete as appropriate). That review will take account of any representations that you may have made and of your subsequent conduct.

Yours sincerely

Chair of Governing Body



Appendix 5

(Banning Letter, from the Governing Body: to member of the public)

Recorded delivery

Dear

I have received a report from the Head teacher at (insert name of School) about your conduct on (enter date and time).

(Add factual summary of the incident and of its effect on staff, pupils, other parents.)

I must inform you that the Governing Body will not tolerate conduct of this nature on its premises and will act to protect its staff and pupils. On the advice of the Head teacher 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 Governing Body



Appendix 6

(Letter updating a banning letter, from the Governing Body, confirming ban: to parent/carer with child/ren at the School)

Dear

I had withdrawn permission for you to come onto the premises of (insert name of School) until(insert date). To enable the Governing Body to determine whether to confirm this decision, or to impose it for a longer time, I gave you the opportunity to give your written comments on the incident concerned by (give date).

I have not received a written response from you / I have now received a letter from you dated (insert the date), the contents of which I have noted (delete either sentence as appropriate).

I have determined that the decision to withdraw permission for you to come onto School premises should be confirmed / extended (delete as appropriate). I am therefore instructing that until (insert date) you are not to come onto the premises of the School without the prior knowledge and approval of the Head teacher. 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.

Notwithstanding this decision the Head teacher and staff at (insert name of School) remain committed to the education of your child / children (delete as appropriate), who must continue to attend School as normal under the arrangements set out in my previous letter.

The Governing Body will take steps to review the continuance of this decision by (give date). When deciding whether it is necessary to extend the withdrawal of permission to come onto the School's premises, the Governing Body will take into account the extent of your compliance with the decision, any appropriate expressions of regret and assurances of future good conduct received from yourself and any evidence of your co-operation with the School in other respects.

(Include where the incident has arisen within the context of a parental complaint against the School:)

Finally I would advise you that I have asked the Head teacher to ensure that your complaint (give brief details) is considered under the appropriate School procedure. You will be contacted about this by the School in due course.

If you wish to pursue the matter further, you have a right to a review of the circumstances of this case by the School's Governing Body.

Yours sincerely

Chair of Governing Body



Appendix 7

(Letter updating a banning letter, from the LA or Governing Body, withdrawing ban: to parent/carer with child/ren at the School)

Dear

On (insert date) I wrote to you informing you that, on the advice of the Head teacher, I had temporarily withdrawn permission for you to come onto the premises of (insert name of School). To enable me to determine whether to confirm this decision for a longer period, I gave you the opportunity to let me have your written comments on this incident by (insert date)

I have not received a written response from you / I have now received a letter from you dated (insert date), the contents of which I have noted. (delete either sentence as appropriate)

In the circumstances, and after consulting with the Head teacher, I have decided that it is not necessary to confirm the decision, and I am therefore restoring to you the permission to come onto the School premises, with immediate effect.

Nevertheless I remain very concerned at the incident which occurred on (insert date), and I must warn you that if there is any repetition of your behaviour on that occasion, I shall not hesitate to withdraw permission for you to come onto the premises.

Yours sincerely

Chair of Governing Body



Appendix 8

(Letter, from the Governing Body, following formal review of a banning letter, extending ban: to parent/carer with child/ren at the School)

Dear

I wrote to you on (insert date) withdrawing permission for you to come onto the premises of (insert name of School) until(insert date). In that letter I also advised you that I would take steps to review the decision by (insert date).

I have now completed the review. However, after consultation with the Head teacher, I have determined that it is not yet appropriate for me to withdraw my decision. (Give a brief summary of reasons).

I therefore advise that the instruction that you are not to come onto the premises of (name of School) without the prior knowledge and approval of the Head teacher remains in place until (insert date).

I shall undertake a further review of this decision on (insert date).

If you are dissatisfied with this decision, you have a right to request a review of the decision by the Governing Body.

Yours sincerely

Chair of Governing Body



Appendix 9

(Letter, from the Governing Body, following formal review of a banning letter, ending ban: to parent/carer with child/ren at the School)

Dear

I wrote to you on (insert date) informing you that I had withdrawn permission for you to come onto the premises of (insert name of School) until (insert date). In that letter I also advised you that I would take steps to review this decision by (insert date).

I have now completed the review. After consultation with the Head teacher, I have decided that it is now appropriate to change that decision and I am therefore restoring to you the permission to come onto the School premises, with immediate effect.

I trust that you can now be relied upon to act in full co-operation with the School and that there will be no further difficulties of the kind which made it necessary for me to prevent you entering the premises.

I should point out that if there is any repetition of your behaviour, I shall not hesitate to withdraw permission for you to come onto the premises once more.

Yours sincerely

Chair of Governing Body