



Parental Unacceptable conduct policy

2025.26

Cavendish Close Infant and Nursery School is a place where children, their parents/carers and our staff are entitled to feel safe and free from harm or abuse. Relationships between staff and parents/carers should demonstrate mutual respect and reflect the shared responsibility for pupils' wellbeing.

The vast majority of parents, carers and visitors to our school demonstrate positive behaviour. However, on rare occasions, individuals behave in a way which is unacceptable. This can include aggressive behaviour, verbal or physical abuse, or harassment, towards members of staff or members of the wider school community. Abusive behaviour towards school staff or other members of the school community will not be tolerated. We follow our School Communication Charter (which is available on the website) and also contained at Appendix 1 of this policy.

If a parent/carers behaves in an aggressive, harassing or otherwise abusive manner towards a member of the school community, the Headteacher or a member of Senior Leadership Team will initially seek to resolve the situation through discussion and mediation. If the parent/carers wishes to do so, the school's complaints procedure may also be implemented.

Incidents of unacceptable conduct or threatening/violent behaviour may be documented by staff on an incident report form. The template of this form is available at Appendix 2. Where appropriate, a risk assessment may also be undertaken in order to identify and assess any potential risk to staff or wider school community members and to determine and implement an appropriate course of action. For transparency, a copy of our risk assessment is available within Appendix 3.

Where all procedures in the Communication Charter have been exhausted, and aggression or intimidation continues, or where there is an extreme act of violence or aggression, a parent or carer may be banned by the Headteacher from the school premises for a period of time, subject to review.

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

- the parent/carers will be informed, in writing, that she/he is banned from the premises, subject to review, and what will happen if the ban is breached, 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 the Governing body will be informed of the ban, and the governing board will review the decision with 10 days.
- where appropriate, arrangements for pupils being delivered to, and collected from the school gate will be clarified

Should a parent/carers attend school grounds while a ban is in place, the school may call the police to remove the person under s547 of the Education Act 1996.

This policy will be reviewed every 12 months but may be revised as necessary.



Appendix 1

School Communication Charter

Communication between home and school is vital to good communications and for the well-being of pupils, parents, carers and staff.

This Charter sets out how communication will be managed to make sure it is productive.

In addition to parents' evenings, school events, etc., there may be occasions when parents or carers wish to communicate with the school directly with questions or information related to their child.

To make sure that this is effective these principles will be applied.

If an emergency situation arises, it is important that you contact us as soon as possible and explain what has or is happening.

Our commitment as a school

We will:

- ensure that there is regular, proactive communication about your child's achievement and wellbeing
- respond to emails, phone calls or requests for meetings usually within three working days
- if there is an urgent matter, the school office team will ask an appropriate member of staff to deal with the issue as soon as possible
- display polite, professional conduct at all times
- acknowledge receipt of an email – and confirm that a fuller response will be sent within three working days.

Our expectations of parents and carers

You will:

- ensure that any communication with the school, whether by email or telephone, is polite and respectful
- make use of information channels in place, such as the newsletters and the school website, for keeping up to date with routine information
- give an outline of what the issue is, to make sure the query is directed to the right person
- use the most appropriate email contact from the newsletters or main reception telephone number as first point of contact
- ensure your emails are brief and clear
- refrain from sending multiple emails regarding the same query
- limit the number of people you send an email about a query
- understand that a teacher or member of staff may be unable to respond on the same day on which a query is made
- understand that teachers or other school staff will not respond outside of school hours, i.e., evenings or weekends



If there is an in-person meeting, everyone must show mutual respect. The meeting will focus on resolving the issues that are relevant to that family or pupil.

No offensive language, insults or personal attacks on school staff will be tolerated. If any such incidents occur, the meeting or call can be terminated with immediate effect.

A parent, carer or pupil may only record a meeting or conversation with the express permission of all parties to that call or meeting.

The constraints on school resources make it essential that parents and carers use authorised school procedures in order to avoid diverting time and attention that must be invested directly in pupils' learning and wellbeing.

Please note that unreasonable, abusive or offensive communication is unacceptable, and the school reserves the right to address any such problems as they feel are appropriate. This can include restricting correspondence to a specified email address, using a single person as a point of contact or using hard copy post and/or by placing restrictions on phone calls. Parents and carers have an implied licence to enter a school site, in cases where behaviour is inappropriate, threatening or argumentative, this licence can be revoked.

If a response has been given to a query, unless matters change, further responses will not be sent.

Our aim is to ensure that all communications and discussions about pupils and their families are positive and move matters forward in a mutually respectful manner.



Appendix 2

Incident report form	
Recording date	
Recording time	
Witness name	
School job title (if applicable)	
Date of incident	
Time of incident	
Name of individual(s)	
Incident location	
Incident details	
Outcome/planned action	



Appendix 3

Risk assessment form

VIOLENCE & AGGRESSION						
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Hazard/ Activity	Persons at Risk	Risk	Control measures in use	Residual risk rating H / M / L	Further Action Required	
					YES	NO
Violence	Staff members from pupils, parents or visitors. Lunchtime supervisors, Caretaker, other people who work on site	Verbal or physical attacks	<ul style="list-style-type: none">• Staff members are encouraged to defuse situations which could escalate into a verbal and/or physical attack• Training courses are available for identified staff members to attend.• When talking to parents or visitors, staff should always try and talk to them where other staff members are around.• Staff members are encouraged to take a non-confrontational approach when interacting with others.• Staff to ensure they have a place of escape and a way of summoning help.• Staff should try to refrain from having no escape route.	LOW		✓