River Bank
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Dealing with Unacceptable Behaviour on the School Premises

River Bank Primary School

October 2026

Introduction

The vast majority of parents, carers and other visitors to our school are supportive of River Bank Primary School. They are supportive of members of staff, pupils, parents and other visitors, and act in a reasonable way, ensuring that the school is a safe, orderly environment in which children can learn and staff can work.

Occasionally, however, a negative or inappropriate attitude is expressed in an aggressive, verbally abusive or physically abusive way towards members of the school community, which is unacceptable and will not be tolerated. River Bank Primary School does not tolerate bullying of any kind including racist, sexist, ableist, homophobic, transphobic or biphobic bullying.

Staff Conduct

If any member of staff has been subject to or witnessed an incident where unacceptable behaviour has taken place they must report this to a member of the leadership team. The member of the leadership team will speak with the member of staff and support them in any way necessary to help them overcome any anxiety, trauma or upset that has occurred. Counselling can be made available if necessary and in the longer term, support can be given by the member of staff's trade union.

At River Bank Primary School, we expect all of our staff to behave professionally in situations of unacceptable behaviour by:

- attempting to diffuse situations wherever possible
- speaking calmly and without raising their voice
- being polite but firm
- seeking involvement of other members of staff as appropriate
- politely terminating the conversation if necessary and explaining the reasons

However, all staff have the right to work without fear of harassment, violence, intimidation or abuse. Where the behaviour of parents or visitors falls below the acceptable standards, the school will act in accordance with this guidance.

Types of behaviour that are unacceptable and will not be tolerated

- Conduct that undermines the safe and calm environment in a school, either in a school office, classroom, around the school site, immediately outside the school or on a school trip
- Using loud or offensive language, such as swearing, or displaying an unacceptable amount of anger and aggression
- Threatening physical violence to a member of the school community
- Damaging school property
- Abusive telephone calls, emails, letters or other forms of written communication
- Defamatory comments about school staff or governors on social media sites, including open messaging services e.g. WhatsApp.
- The use of physical aggression towards another adult or child. This includes physical punishment of your own child

- Inappropriately approaching someone else's child in order to chastise them or another child's parent to complain about an issue
- Criminal offenses - such as common assault, actual and grievous bodily harm, criminal damage, possession of an offensive weapon

If the school believes that a parent or visitor's conduct would amount to a criminal offence, the school will report the incident to the police for immediate investigation and prosecution. This may mean that stage two of the process of withdrawing permission to enter the site is initiated without stage one taking place (warning letter).

The Public Order Act 1986 defines "disorderly conduct" as: verbal abuse, threatening abusive or insulting words or behaviour or any disorderly behaviour whereby a person is caused alarm, harassment or distress. "Threatening behaviour" is when a person fears that violence, or threat of violence, is likely to be provoked. The school has a responsibility to ensure that any act of actual or threatened violence is referred to the police immediately. In a school context this could mean someone shouting at a member of staff, either in person or on the phone; acting aggressively, including using intimidating body language, as well as actual violence. It also covers comments posted on social networking sites or situations where members of staff are approached off school premises.

Permission to enter the school premises

Parents have 'implied permission' to enter and be on the school premises for reasons relating to their child / children's education. This means that parents are welcome to come to the school to drop off and collect their children, to speak to teachers and other members of staff about their children, or for meetings, parent consultations, celebration of learning events, assemblies and social events. Parents do not have a legal right to enter or be on school premises without a good reason. Other visitors also have 'implied permission' to be on the school premises if they have a reason. For example, a delivery person or a member of the public enquiring about something in the school office. Members of the public without a good reason for entering or being on the school premises are trespassing.

Withdrawal of Permission to enter or be on the school premises

The school has the right to withdraw the 'implied permission' for a parent or visitor to enter or be on the premises if their behaviour is or has been unacceptable. If a criminal offense has taken place, immediate 'implied permission' will be withdrawn, without a warning letter (see below) and other arrangements will be made for meetings and parent consultations.

Procedure for withdrawing implied permission to be on the school premises

This procedure will be carried out by the headteacher or the deputy headteacher. The decision will be reviewed on a regular basis by the Chair of Governors:

1) Warning letter sent from the headteacher indicating that if the unacceptable behaviour is repeated the 'implied permission' will be withdrawn (Appendix letter 1)

2) Letter from Headteacher withdrawing 'implied permission' if unacceptable behaviour has been repeated or a criminal offence has taken place. (Appendix letter 2). The prohibition will initially last for ten school days from the date of the letter. The parent or visitor will be invited to provide written comments within five school days of the date of the letter. By the tenth school day from the date of the letter the Chair of Governors will review the headteacher's decision based on any written comments received and the record of the decision the headteacher made.

3) The Chair of Governors will, within ten school days of the date of the letter notifying the parent or carer of the withdrawal of the 'implied permission' to enter and be on the school premises, review the decision made. The Chair of Governors will consider any written comments from the parent and the decision made by the headteacher. At this stage, the Chair of Governors will decide if the letter will be revoked and send a letter explaining this or if the withdrawal is to continue until the next review which will be for a period of 15 to 30 days, or the last day of half or full term, to a maximum of 30 days. The parent or carer is invited to provide further written comments that will be looked at before the next review.

4) If a review date has been provided from Stage 3, the Chair of Governors will write to the parent or carer with their updated decision, based on any further written comments or concerns at that time. A parent or carer may be given another review date and given the reasons for the decision or they may have their 'implied permission' permanently withdrawn.

If a parent or carer enters the school premises when they have had their 'implied permission' permanently withdrawn or they have had a temporary withdrawal and are awaiting a decision, the police will be called.

If other members of the public or visitors need to have their 'implied permission' revoked, the headteacher will contact the individual or the company that they work for by letter, stating the reasons for the decision to ban them from the site. (Appendix letter 3)

Monitoring and Review

This policy will be regularly reviewed by the Full Governing Body.

Signed: 

Adopted: October 2026

Review Date: October 2027

APPENDIX Letter 1

Warning before imposing the withdrawal of permission to enter the premises

SCHOOL ADDRESS

ADDRESS

DATE

Dear NAME

I have received a report about your unacceptable conduct on DATE at approximately TIME when I have been informed that SUMMARY OF INCIDENT, INCLUDING EFFECT UPON STAFF PUPILS AND OTHER PARENTS.

I must inform you that River Bank Primary School will not tolerate conduct of this nature on its premises and will act to defend its teachers, members of staff, students and their parents, and other members of the school community.

I am therefore putting you on notice that, if I receive a further report of unacceptable conduct from you, I will have no option but to instigate the school's formal procedure to withdraw your permission to enter or be on the premises of River Bank Primary School.

A copy of the school's policy for Dealing with Unacceptable Behaviour on School Premises is attached for your consideration.

I should warn you that, if your permission to enter or be on school premises is withdrawn, you can be removed from the premises by a police officer and you may be prosecuted under section 547 of the Education Act 1996.

I trust that we will now be able to put this matter firmly behind us. Yours

sincerely

Headteacher

Appendix Letter 2

Imposing the withdrawal of permission to enter the premises

SCHOOL ADDRESS

ADDRESS

DATE

Dear NAME

Further to my letter dated DATE I have received a further report about your unacceptable conduct on DATE at approximately TIME when it is alleged that you SUMMARY OF INCIDENT INCLUDING EFFECT ON STAFF PUPILS AND OTHER ADULTS.

I must inform you that River Bank Primary School will not tolerate conduct of this nature on its premises and will act to defend its teachers, members of staff, students and their parents, and other members of the school community. I am therefore instructing you that (for a temporary period) you are not to enter or be on the school's premises.

The withdrawal of permission for you to enter or be on the school premises takes effect immediately. However, the Chair of Governor will need to decide whether my decision should be confirmed. Before the review of my decision takes place, you have the opportunity to provide in writing any comments or observations of your own in relation to the report of 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 the Chair of Governors to review my decision at an early stage, you are asked to send any written comments you wish to make within five school days from the date of this letter, i.e. by DATE. The Chair of Governors will review my decision within ten school days of the date of this letter, whether or not any written comments are received from you.

If after considering your written comments, the Chair of Governors takes the view that my decision should be confirmed, you will be provided with written details of when a further review of the decision will take place.

Until the review has taken place, arrangements have been made for your child/children to be collected from ADD DETAILS.

Yours sincerely

Headteacher

APPENDIX Letter 3

Template to member of the public imposing ban on entering school premises

SCHOOL ADDRESS

ADDRESS

DATE

Dear NAME

I have received a report about your unacceptable conduct on DATE at approximately TIME when it is alleged that you entered the premises of River Bank Primary School and SUMMARY OF INCIDENT, INCLUDING EFFECT UPON STAFF PUPILS AND OTHER PARENTS.

You have no lawful authority to enter or be on the school's premises, and I must inform you that the school will not tolerate conduct of this nature on its premises and will act to defend its staff, pupils and their parents, and other members of the school community. I am therefore instructing you that you are not to enter or be on the school's premises in the future.

If you do not comply with this instruction, I shall arrange for a police officer to remove you from the school's premises and you may be prosecuted under section 547 of the Education Act 1996. If you are convicted you are liable for a fine and a criminal conviction will be recorded against you.

Yours sincerely

Headteacher

Appendix 4

Incident Reporting

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 might lead to allegations of collusion.

Incidents should be reported on CPOMS and added to the record of the child who is connected to that adult – it should be categorised as a parent communication.

The CPOMS entry should include date, time, members of staff involved, which adults/parents were involved and a full description of the incident. Any witnesses should also be named.