



Parent, Carer & Visitor Behaviour Policy

1. Introduction

At Cavendish School we value the positive relationships forged with our parents, carers and visitors to the school. We wish to work in partnership with parents and carers in order to create the best learning opportunities for their child so that we can reach together for success. We also strive to make our school a place where, as adults, we model the behaviour we teach and expect. We place a high importance on our school values together with good manners, positive communication and mutual respect.

2. Principles

Nearly all parents, carers and visitors to Cavendish School are keen to work with us and are supportive of the school. However, on the very rare occasion, the behaviour of a small number of parents falls short of our expectations. This can sometimes manifest itself in aggression or abuse towards members of the school community or it can be written communication (including social media), on the telephone or in face-to-face situations. The over-riding principle of this policy is that all members of the school community have the right to work or be in school without fear of aggression or abuse from parents, carers or visitors.

3. Staff conduct

We expect all members of our staff to behave professionally, attempting to defuse the situation where possible and seeking the involvement of other colleagues as appropriate. However, staff also have the right to end any conversation (face to face or on the telephone) should they feel they are being threatened or are dealing with aggressive or abusive parents, carers or visitors.

4. Parents, carers and visitors conduct

- Respect the caring ethos and values of our school.
- Understand that both teachers and parents need to work together for the benefit of their children.
- Demonstrate that all members of the school community should be treated with respect and therefore set a good example in their own speech and behaviour.
- Seek to clarify a child's version of events with the school's view in order to bring about a peaceful solution to any issue.
- Correct own child's behaviour especially in public where it could otherwise lead to conflict, aggressive behaviour or unsafe behaviour.
- Approach the school to help resolve any issues of concern.



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- Avoid using staff as threats to admonish children's behaviour.

5. In order to support a safe and peaceful school environment, the school cannot accept parents, carers or visitors exhibiting the following behaviour:

- Any kind of threat.
- Any kind of insult that is meant to demean, embarrass or undermine.
- Any kind of conduct which 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 playing field. (This includes parents entering the school without a member of staff being present).
- Raising of voice so as to be intimidating.
- 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 (including other parents or carers).
- Damaging school property.
- Abusive telephone calls, emails, letters or other forms of written communication.
- Defamatory comments about school staff or governors (including on social media sites).
- The use of physical aggression towards another adult (including parents or carers) or child. This includes physical punishment of your own child.
- Approaching someone else's child in order to chastise them.
- Any other behaviour (can be face-to-face contact, on the telephone or written communication) which makes a member of staff or pupil feel threatened.

6. Procedure for dealing with abusive parents, carers or visitors

Step 1 - Letter to explain what is considered acceptable behaviour

The Headteacher will send a letter to the person(s) involved. It will be put to them that such behaviour is unacceptable and an assurance will be sought that such an incident will not be repeated. It will be stressed on this occasion that repetition of such an incident will result in further action being taken. If the Headteacher has been subject to abuse, this will be done by the Proprietor.



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At any stage, the school may report serious incidents of abusive and threatening behaviour to the appropriate Local Authority. The school has a statutory responsibility to report any racist or discriminatory incidents to the Local Authority. Any act of actual or threatened violence will be referred to the police immediately.

Step 2 – Written warning with an invitation to discuss events.

If a second incident occurs involving the same person or persons, the Headteacher will write to the adult(s) informing them once again that this conduct is unacceptable and invite them in to discuss the events. As for Step 1, if the Headteacher has been subject to abuse, this will be done by the Proprietor.

Step 3 – Final written warning informing parents of imposed conditions

If a third incident occurs involving the same person or persons, the Headteacher will write to inform parents/carers of the school's decision to impose conditions that restrict their access to the school for a set period of time.

Step 4 - Letter from the Proprietor to confirm or overturn Headteacher's decision

The Proprietor will write to the adult(s) giving a final decision to either impose the conditions set out in Step 3 or to overturn the decision.

Step 5 – Involvement of the police

Any act of actual or threatened violence will be referred to the police immediately. Furthermore, if following a decision to ban a person from the school premises, that person nevertheless persists in entering school premises and is displaying unreasonable behaviour, such a person may be removed from the school premises as a trespasser under Section 547 of the Education Act 1996 and charged with an offence under the Public Order Act 1986. All parents, even if excluded from school premises, have a right to seek an appointment to speak to school staff about their child's educational progress.

7. Monitoring

Behaviour of parents, carers and visitors will be monitored by the Headteacher and Senior Management Team

8. Review and Evaluation of the Policy

The policy will be reviewed in line with the schools' policy review schedule or to reflect any curriculum/practice changes that take place within school or externally.



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9. Legal

Section 547 of the Education Act 1996

School Premises are private property, and parents have been granted permission from the school to be on the school premises. However, in case of abuse of threats to staff, pupils or other parents, the school may ban parents from entering the school.

It is an offense under section 547 of the Education Act 1996 for any person (including a parent) to cause a nuisance or disturbance on school premises. The police may be called to assist in removing the person concerned

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. 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.

Reviewed: March 2025

Next Review due: March 2026