

CHANCERY EDUCATION TRUST

DEALING WITH ABUSIVE PARENTS/CARERS AND VISITORS POLICY

FEBRUARY 2026

Next Review Date: February 2029

Staff should make themselves aware of all policies and amendments or updates to policies and adhere to the same, which will be made available on relevant websites and internal data and computer systems.

Chancery Education Trust is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment.

Chancery Education Trust – Dealing with Abusive Parents/Carers and Visitors Policy
– February 2026

Executive Summary of the Dealing with Abusive Parents/Carers and Visitors Policy February 2026:

Purpose and Principles

- The policy aims to protect staff, pupils and the wider school community from aggression or abuse by parents/carers or visitors.
- Chancery Education Trust values positive relationships but makes clear that abusive or threatening behaviour will not be tolerated.
- Everyone has the right to be on school premises without fear of aggression or intimidation.
- Any action taken will be reasonable, proportionate and fair, with opportunities for parents/carers to present their views

What Counts as Unacceptable Behaviour

Unacceptable behaviour includes (but is not limited to):

- Verbal abuse, insults, threats or intimidation
 - Aggressive body language or physical intimidation
 - Physical abuse or threatening gestures
 - Shouting or aggressive tone (in person or by phone)
 - Repeated harassing emails or calls
 - Abusive or inappropriate social media posts about the school, staff or pupils
 - Discriminatory language (sexist, racist, homophobic or transphobic)
 - Malicious or vexatious allegations
 - Breaches of school security procedures
- Such behaviour may result in police involvement where appropriate

Staff Expectations

- Staff should remain professional and try to de-escalate situations where possible.
- Staff are entitled to end conversations if abuse occurs.
- Incidents must be reported to senior leaders, who will decide next steps under this policy

Risk Assessment and Recording

- Senior leaders will assess:
 - The nature and severity of the behaviour

Chancery Education Trust is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment.

- Evidence and witness accounts
- Any previous incidents
- The likelihood of repetition or escalation
- Written records and statements are kept securely by the Headteacher/Principal

School Responses (Graduated Approach)

Depending on the severity and risk level, the school may:

1. Clarify Expectations

- Written warning explaining acceptable behaviour and consequences.
- Parent/carer invited to provide their account in writing.

2. Hold an Informal Meeting

- Aimed at resolving issues and reducing conflict.
- Staff safety is prioritised and meetings are carefully managed.

3. Impose Conditions on Contact

- Restrictions such as:
 - Limiting contact to senior staff only
 - Restricting phone or written communication
 - Requiring supervision during visits
- Conditions are reviewed regularly and can be challenged via the Local Governing Body.

4. Impose a Ban

- Used where behaviour continues or in cases of serious violence.
- Bans may include exclusion from premises and restricted communication.
- Bans are reviewed every three months, with the right to make representations.

5. Removal from Premises

- If a banned individual continues to attend, this may constitute a criminal offence.
- Police may remove individuals and legal action may follow

Complaints

- Any complaints arising from incidents of abusive behaviour are handled through the Trust's Complaints Policy

Review and Governance

- The policy is reviewed every three years.
- Oversight is provided by the Local Governing Body and the CET Board.
- The Trust reaffirms its commitment to safeguarding and promoting the welfare of children

Chancery Education Trust is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment.

CHANCERY EDUCATION TRUST

DEALING WITH ABUSIVE PARENTS/CARERS AND VISITORS POLICY

Introduction

This policy has been written taking into account the DfE Guidance 'Controlling access to School Premises' November 2018; DfE Guidance 'Advice on school security: Access to, and barring individuals from school premises' December 2012.

At Chancery Education Trust and all Academy Schools within the Trust, we value the positive relationships forged with parents/carers and visitors. We encourage close links with parents/carers and the community and believe that students benefit when the relationship between home and school is a positive one. We also strive to make our Academy Schools a place where, as adults, we model for pupils the behaviour we teach and expect. In general, we place a high importance on good manners, positive communication and mutual respect.

Almost all parents, carers and visitors to our Trust/Academy Schools are keen to work with us and are supportive. However, on very rare occasions the behaviour of a small number of parents/carers or the general public falls short of what we expect. This sometimes manifests itself in aggression or abuse towards members of the Academy School community. This can be in written communication (including social media), on the telephone or in face-to-face incidents.

In these situations we expect members of staff to behave professionally, attempting to defuse the situation where possible and seeking the involvement as appropriate of other colleagues. Staff who face these situations have licence to end any conversation (face to face or on the telephone). They should then refer the incident to a senior manager who will take appropriate action or invoke the provisions of this policy.

The overriding principle is, however, that all members of the Academy School community have the right to work or be in school without fear of aggression or abuse from parents/carers or the general public. The Board of Trustees has a requirement to protect staff and pupils from such aggression.

The progress and well-being of the parent's/carer's child(ren) will be fully considered. Actions taken against the parent/carer or member of the general public will be reasonable and proportionate. The parent/carer will have the opportunity to put their views forward at every stage. In the case of the imposition of conditions or a ban from school, robust review processes involving the Chair of the Local Governing Body and then the local board of governors are in place to ensure fairness.

Definition of Unacceptable Behaviour

We consider that aggressive, abusive or insulting behaviour or language from a parent/carer or a member of the general public presents a risk to staff or pupils. Unacceptable behaviour is such that makes a member of staff or pupil **feel** threatened. This can be through face-to-face contact, on the telephone or in written communication (including social media). The following is not an exhaustive list but seeks to provide illustrations of such behaviour:

Chancery Education Trust is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment.

- any kind of insult as an attempt to demean, embarrass or undermine
- any kind of threat or threatening behaviour
- physical intimidation, e.g. by standing very close to him/her or the use of aggressive hand gestures
- any kind of physical abuse
- the use of rude or aggressive hand gestures
- raising of voice so as to be intimidating in person or over the telephone
- use of foul or abusive language in person, over the telephone or by email
- constant emails and or telephone calls which amount to harassment and intimidation, despite the Academy School's best efforts to address a situation
- inappropriate electronic activity including publishing abusive or inappropriate content with regard to the Academy School, teachers or pupils on social networking sites such as Facebook and Twitter or in email communication
- Sexist, racist or homophobic or transgender comments
- allegations which turn out to be vexatious or malicious
- breaching the Academy School's security procedures

This is **not an exhaustive list** but seeks to provide illustrations of such behaviour. Unacceptable behaviour may result in the police being informed of the incident.

The Trust/Academy School's Approach to Dealing with Incidents

If a parent/carer/visitor behaves in an unacceptable way towards a member of the Academy School community, the Headteacher/Principal or appropriate senior staff will assess the level of risk before deciding on a future course of action. The course of action will be reasonable and commensurate with the assessed level of risk.

Risk Assessment

Following the completion of the risk assessment, the Headteacher/Principal will decide the level of action to be taken. Actions below are not necessarily in chronological order and will be considered depending on the incident and will include the following:

- What form did the abuse take?
- What evidence is there?
- What do witnesses say happened?
- Are there previous incidents to take into consideration?
- Do members of staff/students feel intimidated by the parent's behaviour?
- Is there any evidence of provocation?
- How high is the assessed risk that this will be repeated or there will be retaliation at the school's action? (low, medium, high).

Recording of Incidents

Staff/pupils subject to abuse and witnesses will make written statements about incident(s) which will be kept on file with subsequent letters/communications. This file will be kept by the Headteacher/Principal. Depending on an assessment of the risk of retaliation to witnesses or individuals, statements made by adults may be made available to the parent if they request it.

Chancery Education Trust is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment.

The Academy School's Response

Following the completion of the risk assessment, the Headteacher/Principal will decide the level of action to be taken. Actions will include the following:

1. Clarify to the parent/carer what is considered acceptable behaviour by the Academy School

In some instances it may be appropriate simply to ensure the parent/carer is clear about behaviour standards expected by the Academy School. This could be explained by letter from the Headteacher/Principal.

This letter may contain a warning about further action if there are further incidents. The parent will be invited to write to the Headteacher/Principal with his/her version of events within 10 working days. Depending on the parent/carer's response a meeting may then be held to discuss the situation and how this can be avoided in future.

2. Invite the Parent/Carer to an Informal Meeting to Discuss Events

This could be helpful to discuss and diffuse the situation. The safety and well-being of those attending such a meeting must be carefully considered. Members of Academy School staff will always be accompanied by at least one other colleague at any such meeting. Consideration should be given to the seating arrangements, and care taken to ensure exits cannot be blocked by a parent/carer who could potentially become aggressive.

The main points of discussion and any agreed actions should be noted, and a follow-up letter sent to confirm the Academy School's expectations and any agreed actions.

3. Impose Conditions on the Parent/Carer's Contact with the Academy School and its Staff

Although fulfilling a public function, schools are private places. The public has no automatic right of entry. Parents/carers of enrolled pupils have an 'implied licence' to come onto Academy School premises at certain stated times. It is for schools to define and set out the extent of such access. Parents/carers exceeding this would be trespassing.

Depending of the type, level or frequency of the unacceptable behaviour, the Academy School may consider imposing conditions on the parent/carer's contact with the Academy School. These conditions may include (but are not exclusively):

- being accompanied to any meeting with a member of the Academy School staff by a member of SLT
- restricting contact by telephone to named members of the senior leadership team
- restricting written communications to named members of the senior leadership team
- restricting attendance at school events to those where the parent/carer will be accompanied by a member of the senior leadership of the school
- any other restriction as deemed reasonable and proportionate by the Headteacher/Principal.

In this case the parent/carer will be informed by letter from the Headteacher/Principal of the details of the conditions that are being imposed. The parent/carer would then be given 10 working days from the date of that letter to make representations in writing about the

Chancery Education Trust is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment.

conditions to the Chair of the Local Governing Body (LGB). The Chair of the LGB would then decide whether to confirm or remove the conditions. This would be communicated to the parent/carer in writing within 10 working days of the date of the parent/carer's letter.

If the decision is to confirm the conditions imposed, this decision will be reviewed by the Local Governing Board after three months (and every three months after that, if appropriate). The parent/carer will be invited to make written representation to the Local Governing Board. This and the evidence from the Headteacher will be considered at a meeting of the full Local Governing Board. The Local Governing Board may decide to maintain, extend or remove the conditions. The decision of the review will be communicated to the parent/carer by the clerk within 10 days of the date of the meeting.

When deciding whether it will be necessary to maintain, extend or remove the conditions, Governors will give consideration to the extent of the parent/carer's compliance with the conditions, any appropriate expressions of regret and assurance of future good conduct received from him/her and any evidence of the parent's/carer's co-operation with the Academy School in other respects.

4. Imposing a Ban

Where other procedures have been exhausted and aggression or intimidation continues OR where there is an extreme act of violence then the Academy School may consider banning the individual from the premises. This will include banning a parent/carer from accessing Academy School staff by written communication or telephone. In the case of an emergency, or if the parent/carer has something particular to discuss about their child, they may write to the Headteacher/Principal only.

In these circumstances, the individual would be advised in writing by the Headteacher/Principal that a provisional ban is being imposed. The parent/carer would then be given 10 working days from the date of that letter to make representations about the ban in writing to the Chair of Local Governing Board.

The Chair of Local Governing Board would then decide whether to confirm or remove the ban. This would be communicated to the parent/carer in writing within 10 working days of the receipt of their letter. If the Chair's decision is to confirm the ban, parents/carers in these circumstances will be offered an annual meeting about their child's progress, usually with a member of senior staff, in line with the Academy School's parents evening schedule.

A decision to impose a ban will be reviewed by the Local Governing Board after approximately three months (and every three months after that, if appropriate). The parent/carer will be invited to make written representation to the Governors; this and the evidence from the Headteacher will be considered at a meeting of the full Local Governing Board.

Governors may decide to remove the ban, extend the ban or impose conditions on parent/carer's access to the Academy School. The decision of the review will be communicated to the parent/carer by the clerk within 10 days of the date of the meeting.

In deciding whether to remove or extend the ban or impose conditions, Governors will give consideration to the extent of the parent's compliance with the ban, any appropriate expressions of regret and assurance of future good conduct received from him/her and any evidence of the parent's/carer's co-operation with the Academy School in other respects.

Chancery Education Trust is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment.

5. Removal from the Academy School

Parents/carers who have been banned from the Academy School premises and continue to cause a nuisance will be deemed to have committed a criminal offence under section 547 Education Act 1996. They will be considered as trespassers and the Police will have the power to remove you from the school. This removal may be carried out by a police officer or person authorised by the Board of Governors, such as Senior Staff. Legal proceedings may be brought against the parent/carer.

6. Complaints Policy

Any parental/carers' complaint that arises from incidents of abusive behaviour will be dealt with under the Trust Complaints Policy.

Monitoring and Implementation Policy

The policy is reviewed every 3 years, although the Trust may vary or amend it periodically to ensure that we fulfil our obligation around the Dealing with Abusive Parents/Carers and Visitors Policy. All proposed changes to this policy would be made following the approval from the Committee.

	Name	Date
Policy written by	Trust/HTP	January 2026
Review by Committee	CET Board	February 2026
Approved by Committee	CET Board	March 2026
Adopted by Governing Board	LGB	June 2026
To be reviewed every 3 years		
Review by	February 2029	

Chancery Education Trust is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment.

Chancery Education Trust is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment.

Chancery Education Trust – Dealing with Abusive Parents/Carers and Visitors Policy
– January 2026

