

Parents & Visitor's Conduct Policy

July 2026

The Governing Body of Darland High School actively encourages close links with parents and the community. It believes that students 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. From time to time it is necessary for parents and the school to deal with problems relating to particular students. It is important that discussions between parents and staff are conducted in a calm and respectful manner. In the vast majority of such situations this is what happens, but on very rare occasions, aggression and verbal and or physical abuse is directed towards members of school staff or members of the wider school community.

The Governing Body expects and requires its members of staff to behave professionally in these difficult situations and attempt to defuse the situation where possible, seeking the involvement of other colleagues when appropriate. However, all members of staff have the right to work without fear of violence and abuse.

Violence, threatening behaviour and abuse against or towards school staff or other members of the school community, including other parents and students, will not be tolerated. All members of the school community have the right to expect that their school is a safe place in which to work and learn. There is no place for any form of abuse, threatening behaviour or violence in our school.

We expect parents and other visitors to behave in a reasonable way towards members of school staff and the wider school community at all times. This policy outlines the steps that will be taken where behaviour is considered to be unacceptable.

Types of behaviour that are considered serious and unacceptable and which will not be tolerated in relation to members of staff, and other members of the school community are:

1. *verbal intimidation, for example shouting or swearing, either in person or over the telephone.*
2. *constant emails and/or phone calls which amount to harassment and / or intimidation, despite the school's best efforts to address a situation.*
3. *regularly emailing staff and expecting responses at unreasonable times such as late at night or weekends [or in an unreasonable timescale]. Emails will be responded to within two working day.*
4. *inappropriate electronic activity including publishing abusive or inappropriate content with regards to the school, teachers or students on social networking websites such as Facebook and Twitter or in email communication.*
5. *any form of physical contact.*
6. *physical intimidation, e.g. standing unnecessarily close to a member of staff.*
7. *the use of rude or aggressive hand gestures, including shaking or holding a fist towards another person.*
8. *Spitting.*
9. *breaching the school's security procedures. All visitors to the school must first report to the main reception area.*

This is not an exhaustive list but seeks to provide illustrations of such behaviour. Whilst the use of such behaviour is unacceptable in all circumstances, the school is particularly concerned to protect its students from

being exposed to such behaviour (whether or not directed at them).

Unacceptable behaviour may result in the police being called or informed of the incident.

Parental/Visitor Access to the School Premises

Normally parents/carers (and those with parental responsibility), plus visitors, are granted what is known as “limited licence” to visit the grounds and buildings of a school. Where there are serious concerns regarding the conduct of a parent/visitor, and possible staff/student safety, the Headteacher can:

- initiate a meeting/dialogue with the individual
- write to the visitor, describing their misconduct, explaining its impact on the school and stating its unacceptability
- vary the person’s “licence”/access to the school, for example, through the addition of conditions
- warn of the possibility of a “ban” (i.e. the withdrawal of their licence) if the misconduct is repeated
- impose a ban with a review after a fixed period
- impose a ban without review

Procedure to be followed

If a parent/carer/visitor behaves in an unacceptable way towards a member of the school community, the form attached to this policy must be completed and a copy sent to the Headteacher. The Headteacher and/or appropriate senior staff will seek to resolve the situation through discussion and mediation. If necessary, the school’s complaints procedures should be followed by the parent. Where all procedures have been exhausted, and aggression or intimidation continue, or where the circumstances otherwise require it, a parent/carer or visitor 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:

1. The parent/carer will be informed, in writing, that s/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
2. Where an assault has led to a ban, a statement indicating that the matter has been reported to the local police will be forwarded to the person concerned.
3. The Chair of Governors will be informed of the ban
4. As appropriate, arrangements for meetings at school regarding students, and arrangements for students being delivered to and collected from the school will be clarified.

This policy will be reviewed biennially.

Darland High School

Aggressive behaviour from parents and visitors

Incident reporting form

Date & location of incident	
Name of parent/carers/visitor (perpetrator)	
Name of staff member/student/parent/carers/visitor (victim)	
Name of person completing form	
Nature of incident (please tick or state) Verbal abuse Intimidating behaviour Refusal to co-operate Physical assault Racist or sexist comment Incitement of others Breaching security Other	
Brief description of the incident	
Action taken by Headteacher or Senior Staff.	
Signed _____ Date _____	

Please pass to Reception to file in main office.