LDBS Academies Trust
&
LDBS Academies Trust 2

Abusive Parents & Visitors Policy

DATE APPROVED	September 2025		
NEXT REVIEW DATE (Biennial)	September 2027		
SIGNED (EXECUTIVE) HEADTEACHER		DATE	
SIGNED CHAIR OF THE LOCAL ACADEMY COMMITTEE		DATE	

Vision Statement

Grounded in faith, growing beyond expectations, serving with love

At LDBS Academies Trust, our vision is inspired by the parable of The Mustard Seed (Matthew 13: 31–32). Every school within our Trust, like the mustard seed, holds the potential to grow beyond expectations. Through careful nurture and high aspirations, we create the right environment for this growth. Just as the mustard seed in the parable becomes a thriving tree where birds perch in the branches, so too will our schools be broad and inclusive places of blessing and belonging, in which pupils and adults alike can flourish.
Grounded in faith, inspired by hope and walking in love, we work together to broaden our horizons, to equip one another for action and to empower all for service. As we grow beyond expectations, we bring the transforming presence of the kingdom of God into our communities.

Tri School Vision

"You are the *light of the world. A city on a hill cannot be hid. No one after lighting a lamp puts it under a basket, but on the lamp stand, and it gives light to all. In the same way, let your light shine before others, so that they may see you good works and give glory your father in heaven*". Matthew 5 v 14 - 16

We are a school that is more than bricks and mortar...

A place with a zest for learning without walls or limitations, where all are *held in the arms of love - respected*, and encouraged.

A school that ignites curiosity *to take us beyond the world we already know; to r*ead the stories that have been told before us and write those yet to come.

A community that helps us pave our way, as we make great strides; where memories are made, that leave a sparkle in our eyes, and a smile on our face.

A place that builds strong foundations

T*o cherish, to wonder, to dream, to flourish, to succeed.*

Policy

The LDBS Academies Trust and the LDBS Academies Trust 2 (herein collectively referred to as the 'Trust') encourages its schools to welcome the parents, carers and the wider community. The Trust believes strongly that everyone concerned with a child's welfare should collaborate positively. However, there are occasions when negative views may be expressed in the form of aggressive behaviour or through the use of violent language. The Trust will not accept such behaviours or language because all its staff are entitled to work without fear of abuse or violence.

Visitors are expected to:

- Demonstrate a good example for the children in how they speak and behave.
- Work with staff so that together they can resolve any concerns.
- Ensure that they correct their children when their behaviour is unacceptable and could create an intimidating or unsafe situation for others.
- Respect the environment of the school so that it remains clean and tidy.

Unacceptable behaviour includes:

- Speaking in an aggressive or threatening way.
- Shouting at a person or on the telephone.
- Physically intimidation including standing too close and shaking a fist.
- Making threats.
- Swearing.
- Assault of any kind including pushing.
- Spitting.
- Derogatory and discriminatory comments.
- Breaking the school's security procedures.

This list is not exhaustive.

Unacceptable behaviour may result in the Police being informed of the incident. Access to the school is decided by the Headteacher. Parents and carers will normally be granted access to certain areas of the school; however, they do not have any right of access. Anyone deemed to have behaved in an unacceptable way may be banned from the school premises.

Visitors and parents / carers are also obliged to act in a manner consonant with the school's Keeping Children Safe in Education Policy, which may include a sign-in process, visitor identification, and supervision while on school grounds. All visitors will be notified of these when signing in on Inventry.

Guidance on actions and procedures:

1. If someone is becoming aggressive or abusive, try and draw them away from an area where there are children present and seek immediate help from another member of staff.
2. The member of staff should report what has happened to a member of the Senior Leadership Team ('SLT') and record the event on the Incident form which should then be given to the Headteacher.
3. A member of the SLT should try and resolve the situation through discussion and mediation.

4. If this does not resolve the matter and the unacceptable behaviour continues, the person should be asked to leave the premises. If they fail to do so, the Police should be called; this may lead to prosecution.
5. The Headteacher may then decide to ban the person for a period of time.
6. They will be informed in writing of the ban and the reasons for it, the review date, and the action that will be taken if they breach the ban. The letter will detail the arrangements that have been made for the parent/carer to receive appropriate information about their child's education (correspondence templates below).
7. The Chair of the Local Academy Committee should be informed as well as the Chief Executive Officer of the Trust.

An Incident report form and a number of sample letters for bans, etc. resulting from such incidents can be found below.

Incident report form

Relevant incidents may 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.

This form should be completed as fully as possible, using a continuation sheet if necessary. For any incident involving or witnessed by a pupil or parent / carer / visitor, a member of staff should complete the form on their behalf. The completed form should be passed to the Headteacher for appropriate action and recording.

Date of incident:
Time of incident:
Name of the member of staff reporting the incident:
Details of the person assaulted or abused:
Name and details of the person causing the incident:
Description of the incident and the names of any other person(s) involved, location, nature of any injuries, attendance of emergency services, etc.

Witness(es) (if any) and their names and contact details (mobile number, address, email):
Outcome:
Have there been any other previous incidents with the same person? If yes, please provide brief details.
Were the Police involved? If yes, please list the name of the Police Officer and the Incident
Number Name of the person completing the form: Signature of the
person completing the form:
Date when the form was completed:

Warning Letter

To be sent by recorded delivery, from the Headteacher: to parent / carer with child(ren) at the school. Please use the school's letterhead.

[School address]

[Recipient's address]

[Date]

Dear *[Please insert the name of the parent / carer / visitor]*

I have received a report about your conduct at the school on *[enter date and time]*.

Add factual summary of the incident and of its effect on staff, pupils, other parents.

I must inform you that the Local Academy Committee will not tolerate conduct of this nature on its premises and will act to protect its staff and pupils.

Therefore if, in the future, I receive any more reports of conduct of this nature I will be forced to consider removing your permission to enter the school grounds and buildings. Under section 547 of the Education Act 1996, I am able to have you removed from the school and you could be liable for prosecution.

Nevertheless, I wish to give you an opportunity to give me in writing any comments or observations of your own in relation to the report which I have received about 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.

Yours sincerely,

Headteacher

Banning Letter

To be sent by recorded delivery, from the Local Academy Committee: to parent / carer of child(ren) at the school. Please use the school's letterhead.

[School address]

[Recipient's address]

[Date]

Dear *[Please insert the name of the parent / carer]*

I have received a report from the Headteacher at *[Insert name]* School about your conduct on *[enter date and time]*.

Add factual summary of the incident and of its effect on staff, pupils, other parents.

I must inform you that the Local Academy Committee will not tolerate conduct of this nature on its premises and will act to protect its staff and pupils. On the advice of the Headteacher, I am therefore instructing that until *[add date]* you are not to enter the school premises. If you do not comply with this instruction, I may arrange for you to be removed from the premises and prosecuted under Section 547 of the Education Act 1996. If convicted under this section, you are liable to a fine of up to £500.

For the duration of this decision you may bring your son(s) / daughter(s) *[complete as appropriate]* to school and collect them / him / her *[delete as appropriate]* at the end of the school day, but you must not go beyond the school gate.

In the case of infant children, please also insert:
Arrangements have been made for *[insert name of child(ren)]* to be collected and returned to you at the school gate by a member of the school's staff.

The withdrawal of permission for you to enter the school premises takes effect immediately.

However, before confirming my decision, I would like to give you the opportunity to write to me with any comments or observations of your own in relation to the report which I have received from the Headteacher. 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 me to take a decision on this matter at an early point, you are asked to send me any written comments you wish to make by *[state date ten working days from the date of letter]*.

If on receipt of your comments I consider that my decision should be confirmed, or extended, you will be supplied with details of how to pursue a review of the circumstances of your case.

In any event, the decision to withdraw your licence to enter the school premises will be reviewed by *[complete as appropriate]*. That review will take account of any representations that you may have made and of your subsequent conduct.

Yours sincerely,

Chair
Local Academy Committee

Banning Letter

From the Local Academy Committee: to a member of the public. Please use the school's letterhead.

[School address]

[Recipient's address]

[Date]

Dear *[Please insert the name of the visitor]*

I have received a report from the Headteacher at *[Insert name]* School about your conduct on *[enter date and time]*.

Add factual summary of the incident and of its effect on staff, pupils, other parents.

I must inform you that the governors will not tolerate conduct of this nature on its premises and will act to protect its staff and pupils. On the advice of the Headteacher, I am therefore instructing that you are not to reappear on the premises of the school. If you do not comply with this instruction, I may arrange for you to be removed from the premises and prosecuted under Section 547 of the Education Act 1996. If convicted, you are liable to a fine of up to £500.

Yours sincerely,

Chair
Local Academy Committee

Letter updating a Banning Letter

From the Local Academy Committee, confirming ban: to parent/carer with child/ren at the school. Please use the school's letterhead.

[School address]

[Recipient's address]

[Date]

Dear *[Please insert the name of the visitor]*

On *[insert date]* I wrote to you informing you that on the advice of the Headteacher, I had withdrawn permission for you to come onto the premises of *[insert name]* School until *[insert date]* . To enable the governors to determine whether to confirm this decision, or to impose it for a longer period, I gave you the opportunity to give your written comments on the incident concerned by *[insert date]*.

I have not received a written response from you / I have now received a letter from you dated *[insert the date]*, the contents of which I have noted. *[Delete either sentence as appropriate]*

In the circumstances, and after further consideration of the Headteacher's report, I have determined that the decision to withdraw permission for you to come onto school premises should be confirmed / extended. *[Delete as appropriate]*

I am therefore instructing that until *[insert date*] you are not to come onto the premises of the school without the prior knowledge and approval of the Headteacher. If you do not comply with this instruction, I may arrange for you to be removed from the premises and prosecuted under Section 547 of the Education Act 1996. If convicted, you are liable to a fine of up to £500.

Notwithstanding this decision, the Headteacher and staff at *[insert name]* School remain committed to the education of your child / children *[delete as appropriate]*, who must continue to attend school as normal under the arrangements set out in my previous letter.

The Local Academy Committee will take steps to review the continuance of this decision by (give date). When deciding whether it is necessary to extend the withdrawal of permission to come onto the school's premises, the Local Academy Committee will consider the extent of your compliance with the decision, any appropriate expressions of regret and assurances of

future good conduct received from yourself, and any evidence of your co-operation with the school in other respects.

(Include where the incident has arisen within the context of a parental complaint against the school.)

Finally, I would advise you that I have asked the Headteacher to ensure that your complaint *[give brief details]* is considered under the appropriate school procedure. You will be contacted about this by the school in due course.

Yours sincerely,

Chair
Local Academy Committee

Letter from the Local Academy Committee

Following formal review of a banning letter, extending ban: to parent / carer with child(ren) at the school. Please use the school's letterhead.

[School address]

[Recipient's address]

[Date]

Dear *[Please insert the name of the visitor]*

I wrote to you on *[insert date]* withdrawing permission for you to come onto the premises of *[insert name]* School until *[insert date]*. In that letter I also advised you that I would take steps to review this decision by *[insert date]*.

I have now completed the review. However, after consultation with the Headteacher, I have determined that it is not yet appropriate for me to withdraw my decision.

Give a brief summary of reasons.

I therefore advise that the instruction that you are not to come onto the premises of *[insert name]* School without the prior knowledge and approval of the Headteacher remains in place until *[insert date]*.

I shall undertake a further review of this decision on *[insert date]. [Insert if the letter is from the Local Academy Committee].*

If you are dissatisfied with this decision, you have a right to request a review of the decision by the governors.

Yours sincerely,

Chair
Local Academy Committee

LDBS Academies Trust

Following formal review of a banning letter, ending ban: to parent / carer with child(ren) at the school. Please use the school's letterhead.

[School address]

[Recipient's address]

[Date]

Dear *[Please insert the name of the visitor]*

I wrote to you on *[insert date]* informing you that I had withdrawn permission for you to come onto the premises of *[insert name]* School until *[insert date]*. In that letter I also advised you that I would take steps to review this decision by *[insert date]*.

I have now completed the review. After consultation with the Headteacher, I have decided that it is now appropriate to change that decision and I am therefore restoring to you the permission to come onto the school premises, with immediate effect.

I trust that you can now be relied upon to act in full co-operation with the school and that there will be no further difficulties of the kind which made it necessary for me to prevent you entering the premises.

I should point out that if there is any repetition of your behaviour, I shall not hesitate to withdraw permission for you to come onto the premises once more.

Yours sincerely,

Chair
Local Academy Committee