



Holly Park School Managing Aggressive parents and Visitors Policy

Statement of principles

The governing body of Holly Park school encourages close links with parents and the community. It believes that pupils 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. However, on the rare occasions when a negative attitude towards the school is expressed, this can result in aggression, verbal and or physical abuse towards members of school staff or 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 as appropriate of other colleagues.

However, all members of staff have the right to work without fear of violence and abuse, and the right, in an extreme case, of appropriate self defence.

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

Types of behaviour that are considered serious and unacceptable and will not be tolerated:

- shouting at members of the school staff, either in person or over the telephone;
- physically intimidating a member of staff, eg standing very close to her/him;
- the use of aggressive hand gestures;
- threatening behaviour;
- shaking or holding a fist towards another person;
- swearing;
- pushing;
- hitting, eg slapping, punching and kicking;
- spitting;
- breaching the school's security procedures.

This is not an exhaustive list but seeks to provide illustrations of such behaviour.

Unacceptable behaviour may result in the local authority and the police being informed of the incident.

Procedure to be followed

If a parent/carers behaves in an unacceptable way towards a member of the school community, the head teacher or appropriate senior staff will seek to resolve the situation through

- Initially informing the parent about their action and reminding them about appropriate behavior on school premises and the Parent Code of Conduct (through a letter to the parent or a meeting)

Depending on the severity of the incident this may be one of three letters:

Initially a letter pointing out the complaints, reminding them about the Holly Park Parent Code of Conduct and inviting them in to discuss the issue

A more severe incident or a repeat incident may lead to a warning letter as in Appendix 2

Following a warning letter a ban letter may be issued as in Appendix 3

- Discussion and/or mediation if the parent wishes to discuss or dispute the issue further.
- If necessary school governors will become involved

Where all procedures have been exhausted, and aggression or intimidation continue, or where there is an extreme act of violence, a parent or carer may be banned by the head teacher/ Governing Body 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/carers will be informed, in writing, that she/he is banned from the premises, subject to review, and what will happen if the ban is breached, eg 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 authority and the police will be included
3. The chair of governors/LA will be informed of the ban
4. Where appropriate, arrangements for pupils being delivered to, and collected from the school gate and school events will be clarified.

Conclusion

The local authority itself may take action where behaviour is unacceptable or there are serious breaches of our home-school code of conduct or health and safety legislation.

In implementing this policy, the school will, as appropriate, seek advice from the Local Authority's education, health and safety and legal departments, to ensure fairness and consistency.

This Policy will be reviewed biannually.

Document Control

Revision History

Version	Revision Date	Revised By	Revision
I.0	Autumn 2013	Ann Pelham	Revised
I.1	Summer 2014	S&PW Committee	Amended, adopted & ratified
I.2	Summer 2015	S&PW Committee	Amended, adopted & ratified
I.3	Summer 2016	S&PW Committee	Amended, adopted & ratified
I.4	Summer 2017	S&PW Committee	Amended & ratified
I.5	Summer 2018	S&PW Committee	Amended & ratified
I.6	Summer 2019	S&PW Committee	Amended & ratified
I.7	Summer 2020	S&PW Committee	Amended & ratified

1.8	Summer 2021	S&PW Committee	Amended & ratified
1.9	Summer 2022	S&PW Committee	Amended & ratified
2.0	Summer 2023	S&PW Committee	Amended & ratified
2.1	Summer 2025	S&PW Committee	Amended & ratified

Signed by

	Name	Signature	Date
Headteacher	Ann Pelham		July 2025
Chair of Governors	Clare Hegarty		July 2025

Distribution

Shared with
• Staff via school server • Parents via Website • Governors via committee meetings

Date for next review
Summer 2027

Appendix I

Incident report form

Relevant incidents include trespass, nuisance or disturbance on school premises, verbal abuse, sexist or racist 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 please, 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 head teacher, for appropriate action and recording.

Date of incident

Time of incident

Name of person reporting incident

Date incident reported

Member of staff recording incident

Date incident recorded

Name(s) of person(s) causing incident

(where name(s) is/are unknown, provide other details of which may allow their identification)

Status(es) (parents/carers/visitors/trespassers)

Full description of incident (e.g. names of persons involved; location; nature of any injuries; attendance of emergency services)

Name of any witnesses**Initial outcome/action**

Summary of further actions incl Risk assessment

Appendix 2

(Warning letter, from the head teacher: to parent/carer with child/ren at the school)



Bellevue Road, Friern Barnet, London N11 3HG

t: 020 8368 1434 f: 020 8361 6329 e: office.hollypark.barnet@lgfl.net

Dear

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 authority/ governing body **(delete as appropriate)** 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 reports of conduct of this nature I will be forced to consider removing your licence to enter the school grounds and buildings. If you do not comply with that instruction I will be able to 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.

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. 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)**.

Yours sincerely,

Ann Pelham
Head Teacher

Appendix 3

(Banning Letter, from the LA or governing body: to parent/carer with child/ren at the school)



Bellevue Road, Friern Barnet, London N11 3HG

t: 020 8368 1434

f: 020 8361 6329

e: office.hollypark.barnet@lgfl.net

Dear

I have received a report from the head teacher 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 authority/ governing body **(delete as appropriate)** will not tolerate conduct of this nature on its premises and will act to protect its staff and pupils. On the advice of the head teacher I am therefore instructing that until **(add date)** 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 under this section, you are liable to a fine of up to £500.

In the case of a primary school include:

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, also insert

Arrangements have been made for your **(delete as appropriate)** son(s)/daughter(s) (insert child/rens names) 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 straightaway. However, I still need to decide whether it is appropriate to confirm this decision. Before I do so, 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 from the head teacher. 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 of Governors