



**United Learning**

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# SHOREHAM ACADEMY

## Behaviour of Parents, Visitors and Other Members of the Public

Reviewed: March 2026

Next review: March 2028

## **Purpose of this Policy**

The purpose of this policy is to provide a reminder about the expected conduct from our parents and visitors. We ask that all members of the school community follow these principles:

- We all respect the caring ethos of our school.
- Both parents and staff need to work together for the benefit of the students.
- All members of the school community should be treated with respect and, therefore, we must all set a good example in our own speech and behaviour.

## **Policy Statement**

Shoreham Academy is committed to ensuring the welfare and the educational progress of its students, working closely in partnership with parents, carers and families.

We are committed to ensuring the safety of the staff and students. Parents and other visitors are expected to behave in a reasonable way towards members of school staff, and our school has this policy to respond when the behaviour of parents and other visitors is unacceptable.

Parents are asked to communicate with each other and with other children, as well as all members of staff in a respectful and courteous manner; a manner in which they themselves would wish to be addressed.

School staff should not be subject to abusive or aggressive behaviour on the phone or in person. If a member of staff experiences this from a parent, visitor, or member of the public they will give a single verbal warning that the call or meeting may need to be terminated if the aggressive or abusive behaviour continues. Then one of the options in Possible Consequences section above may be followed.

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

- Shouting at members of the school staff, either in person, over the telephone or by email
- Physically intimidating a member of staff, e.g. standing very close to him/her
- The use of aggressive hand gestures
- Threatening behaviour in person, over the phone, via email or other electronic communication
- Shaking or holding a fist towards another person
- Swearing
- Pushing
- Hitting, e.g. slapping, punching and kicking
- Spitting
- Racist or sexist comments

- Damaging school or personal property.
- Breaching the school's security procedures.
- Entering the school premises without authorisation.
- The use of physical aggression towards another adult or child. This includes physical punishment of one's own child.
- The use of verbal aggression towards another adult or child.
- Approaching someone else's child in order to chastise them.
- Recording or taking photos of other parents, children or staff on or around school site without their consent
- Defamatory comments about school staff or other parents or students on social media sites or messaging apps, other acts of "internet trolling", and misuse of images/footage.
- Any other unreasonable conduct (whether one off or persistent) which causes distress or harm (physical and/or psychological).

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

### **Possible Consequences of Unacceptable Behaviour**

Where the behaviour of parents and other visitors is unacceptable, there are a number of options that the Principal can choose to use depending upon the severity of the behaviour. Options available to the Principal are:

- Initiate a meeting with the individual to discuss the issue, how it contradicts the school's policy and what can be done to resolve the situation.
- Write to the individual, describing the unacceptable behaviour, explaining why it is unacceptable and what the impact has been on the school, and including an expectation for a change in behaviour.
- Set conditions for future visits.
- Move to policy of written only communication with that parent/visitor for a period of time.
- Request that a parent only communicates with an agreed member of staff or team in a specified way.
- Where the behaviour is presenting a risk to the health and safety of staff and students, have the individual escorted off school premises.
- Imposing a formal ban from all school premises. There is more advice about banning a visitor/parent below.

- Permission to attend Shoreham Academy and/or School functions may be withdrawn, including (but not limited to): Sports matches, Cultural activities, Parent-teacher meetings FOSA events.

In all of the above points it should be made clear to the individual that continued unacceptable behaviour can result in a ban from all school premises.

At any stage, the school may report serious incidents of abusive and threatening behaviour to the Police.

The school also has a responsibility to ensure that any act of actual or threatened violence is referred to the Police immediately.

### **Inappropriate Use of Social Media**

Social media websites are being used increasingly to fuel campaigns and complaints against schools, headteachers, school staff, proprietors and in some cases other parents/students.

The Senior Leadership Team consider the use of social media websites being used in this way as unacceptable and not in the best interests of the students or the whole school community.

Any concerns you may have must be made through the appropriate channels by speaking to the class teacher, Subject Leader, Heads of School, Senior Leadership Team or the Principal, so they can be dealt with fairly, appropriately and effectively for all concerned.

In the event that any student or parent is found to be posting libellous or defamatory comments in written communication or social media sites, they will be reported to the appropriate 'report abuse' section of the network site. All social network sites have clear rules about the content which can be posted on the site and they provide robust mechanisms to report contact or activity which breaches this. The school will also expect that any parent or pupil removes such comments immediately.

In serious cases the school will also consider its legal options to deal with any such misuse of social networking and other sites.

Shoreham Academy and United Learning are committed to ensuring that the application of this policy is non-discriminatory in line with the UK Equality Act (2010). Further details are available in the United Learning Equal Opportunities policy. This policy is applicable to all members of the Shoreham Academy community. This document is reviewed biannually or as events or legislation requires.

### **Imposing a fixed term ban**

If the behaviour of a parent/visitor worsens to a degree where the safety and welfare of staff and students is likely to continue to be compromised, or the behaviour of an individual is repeatedly poor, the Principal can decide to ban the individual from the school for a fixed period of time.

The Principal should be able to demonstrate, if required, the efforts that have already been made to change the behaviour of the individual, and any responses from the individual.

The parent/visitor must be notified of the decision to ban, the duration of the ban, and also how to appeal to the LGB Chair should they wish to.

Bans should be for a fixed period of time. Only in very exceptional circumstances should a permanent ban be considered. If a permanent ban is seen as the only possible solution advice should be sought from a member of the United Learning Senior Executive team before imposing it.

The Principal should inform the LGB Chair of a decision to ban a parent or visitor as soon as is reasonably possible as the parent/visitor might choose to appeal the decision.

The school must ensure that the ban does not put children at risk, and that where the ban affects the delivery and collection of children, appropriate alternative arrangements are put in place.

If the individual continues to access school property during the period of the ban, a Principal can call the authorities in order to ensure the safety of staff and students and have the individual removed from the premises and prosecuted under Section 547 of the Education Act 1996.

Related Policies - United Learning Staff Protection Policy

Student Behaviour Policy

### ***Document Information***

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## Appendix 1: Model letter to parent/visitor notifying them of a ban

Date:

Dear [parent/visitor name]

I am writing to inform you of my decision to ban you from visiting any premises belonging to [school name] for a fixed period to [date] starting from now. This means you will not be allowed to visit any of [school name]'s premises for this period.

The decision to ban you from the premises has been taken following your behaviour on [date] and your failure to comply with the school's Behaviour of Parents, Visitors and Other Members of the Public policy on a number of occasions, despite previous requests to you to do so.

These occasions of non-compliance with the policy are -

[list of incident, date, action taken by school, action requested of parent/visitor]

If you fail to comply with this instruction, you will be removed from the school premises and you could be prosecuted under Section 547 of the Education Act 1996.

You have the right to submit a written appeal against the ban to [insert contact information of LGB Chair]. The appeal should be submitted no later than [date]. Please be aware that the ban will remain in force during an appeal.

Yours sincerely

Principal