



# Abusive Parents/Carers/Visitors Policy

Approved by:  
B.Suddhi

Date: February 2026

Last reviewed on: February 2026

Next review due by: February 2027

Signed by:

Headteacher

Date: February 2026

Chair of governors

Date: February 2026

## **Statement of Intent**

Pear Tree Infant School and Nursery School encourage close links with parents and the community. We believe that pupils benefit when the relationship between home and school is a positive one.

The vast majority of parents, carers and others visiting our schools 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, threatening behaviour, verbal and/or physical abuse towards a member of the school community.

Our school expects and requires staff to behave professionally in these difficult situations, and to attempt to defuse the situation where possible, seeking the involvement, as appropriate, of other colleagues. However, all members of the school community 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/carers and other visitors to behave in a reasonable way towards other members of the school community. This policy outlines the steps that will be taken where parent/carer/visitor behaviour is unacceptable.

### **Types of behaviour that are considered serious and unacceptable and will not be tolerated towards any member of the school community:**

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

- Shouting, either in person or over the telephone
- Speaking in an aggressive/threatening tone
- Physically intimidating, e.g. standing very close to her/him
- The use of aggressive hand gestures/exaggerated movements
- Physical threats
- Shaking or holding a fist towards another person
- Swearing
- Pushing
- Hitting, e.g. slapping, punching or kicking
- Spitting
- Racist or sexist comments
- Breaking the school's security procedures

Unacceptable behaviour may result in the Police being informed of the incident.

## **Procedures**

When a parent/carer or member of the public behaves in an unacceptable way during a telephone conversation, staff at the school have the right to terminate the call. The incident will be reported by staff to the Headteacher. The school reserves the right to take any necessary actions to ensure that members of the school community are not subjected to verbal abuse. The school may warn the aggressor, ban them from the school and/or contact the Police.

The school's premises are private property and parents generally have permission from the school to be on the school premises. However, in cases of abuse or threats to staff, pupils or other parents, the school will ban parents from entering the school.

It is an offence under section 547 of the Education Act 1997 for any person (including a parent) to cause a nuisance or disturbance on school premises. The police may be called to assist the school in removing a parent but local authorities and governing bodies may also authorise a person to remove a person if they have reasonable cause to believe that the person is causing a nuisance or a disturbance.

Prior too being banned from the premises the following steps will be taken:

- The parent/carer 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
- The Chair of Governors will be informed of the ban
- Incidents of verbal or physical abuse towards staff may result in the police being informed, and may result in prosecution.

A parent who has been banned from entering the school premises is trespassing if he or she does so with permission.

## **Conclusion**

If a parent/carer/visitor is intimidating, threatening or aggressive towards a member of the school community any interaction will be terminated immediately and the person will be instructed to leave the premises. Further action may be taken by the school.

Pear Tree Infant School and Walbrook Nursery School will take action where behaviour is unacceptable or serious and breaches our related policies

Related Legislation: School Standards and Framework Act 1998  
The Education Act 1996  
The Harassment Act  
Department for Education: Advice on Legal Duties and Powers for Local Authorities, Headteachers, Staff and Governing Bodies.