Managing Abusive Visitors Guidance

Guidance and procedure for managing abusive, aggressive or unacceptable behaviour by parents, carers or visitors

Academy	The Springfields Academy
Policy owner	Headteacher
Approval	Local Governing Body
Updated	September 2026
Next review	September 2027 (or sooner following a serious incident or relevant change in guidance)
Key Trust contacts	Regional Director: Nicola Whitcombe Health & Safety Advisor: Gary Musson

This guidance should be read alongside the Academy's Complaints Policy and the relevant Reach South Academy Trust health, safety, safeguarding and people policies.

Managing Abusive Visitors Guidance

Guidance for dealing with aggressive or abusive parents and visitors to schools who cause nuisance or create a disturbance

The Springfields Academy values strong, respectful relationships with parents, carers and the wider community. The vast majority of interactions are positive and constructive. This guidance sets out the Academy's expectations and the steps that may be taken where the behaviour of a parent, carer or visitor becomes abusive, aggressive, threatening, harassing or otherwise unreasonable.

Its purpose is to protect pupils, staff and visitors, support consistent decision-making, and preserve appropriate communication about pupils even when boundaries or restrictions are required.

Our 'Relational Principles'

At Reach South Academy Trust we believe that:

- Relationships are the foundation for pupils, families and colleagues to thrive.
- Mutual respect is the starting point for communication and problem-solving.
- Behaviour is a means of communication. It can communicate distress, frustration or unmet need, and staff will remain curious about the context of unacceptable behaviour where it is safe and appropriate to do so.
- We should work as a community to develop behaviours and responses that provide a positive and safe environment for everyone.
- All behaviours have natural consequences.
- Understanding why behaviour may occur does not mean accepting abuse, threats, harassment or violence.
- Responses will be calm, proportionate and focused on safety, clear boundaries, repair where possible, and accountability.

The Academy will consider disability, neurodivergence, communication needs, language, trauma and other relevant contextual factors when deciding how best to communicate and whether reasonable adjustments are needed. These factors do not remove the Academy's duty to protect staff, pupils and others from unsafe or abusive conduct.

Summary

The purpose of this document is to provide a reminder to all parents, carers and visitors to our school about their expected conduct. This is to ensure that Springfields is a safe space where pupils and staff can achieve, thrive and belong.

This guidance applies to parents, carers, relatives, advocates, contractors, volunteers, visitors and other members of the public in their interactions with the Academy. It applies to behaviour:

- on Academy premises or at Academy events
- by telephone, email, letter, messaging or other electronic/online communication
- on social media or other online platforms where conduct is directed at, or materially affects, the Academy, its staff or pupils
- off-site where the behaviour is connected to the Academy or an Academy activity

Educating children effectively is a process that involves partnership between parents, staff and the wider school community. As partners, our parents will understand the importance of a good working relationship to equip children with the necessary skills for adulthood. For these reasons, we welcome and encourage parents and carers to participate fully in the life at Springfields.

The vast majority of parents, carers and others visiting our schools are keen to work with us and are supportive of the Academy. From time to time, it is necessary for parents/carers and the school to deal with problems relating to pupils. It is important that discussions between parents and staff are conducted in a calm and respectful manner, in line with our school values.

Behaviour is communication and in some instances a parent/visitor may become overwhelmed and dysregulated, leading them to inappropriate reactions and responses. Behaviour, our life experiences and other factors can impact on how we interact with others. Every situation will be unique and needs to be looked at and dealt with accordingly. The trust expects 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.

The trust is responsible for protecting the health and safety of staff and pupils. Violence, threatening behaviour and abuse against school staff or other members of the school community must not be tolerated. All members of the school community have a right to expect that their school is a safe place in which to work and learn. There is no place for violence, threatening behaviour or abuse in schools. Where such behaviour does occur, schools must know that the trust will play a proactive role in taking all possible action to deal with it, in response to the wishes of the school.

In certain circumstances, this will mean the trust taking the lead in initiating action on the school's behalf with the school's support, and in other circumstances we expect the trust to support the school in action that the school itself will initiate. Schools should, in the first instance, ask the trust for advice on the appropriateness of the remedies available and trust should, where they have the power to do so, take the lead in initiating action. In circumstances where power does not lie with the trust (e.g. under the criminal law) the trust would support and advise schools and remove as much of the burden from them as possible

Day to day access to a school is within the control of the Headteacher. Normally parents/carers (and those with parental responsibility) are granted "limited licence" to visit the grounds and buildings of a school. Most schools will establish procedures which set out: the acceptable purposes for such visits; the areas of the school that may be entered at particular times; and the standard of behaviour expected.

Parents, carers and visitors are expected to:

- communicate in a way that allows a two-way conversation
- follow reasonable requests relating to safeguarding, site security and visitor procedures
- respect the privacy and dignity of pupils, staff and other families
- use the Academy's agreed communication and complaints routes
- leave a meeting, call or site when reasonably asked to do so for safety or to allow matters to de-escalate.

Definition of unacceptable behaviour

We consider that aggressive, abusive or insulting behaviour or language from a parent, carer or visitor presents a risk to staff or pupils. Unacceptable behaviour is such that makes a member of staff or pupil feel threatened. This can be through face-to-face contact, on the telephone or in written communication (including social media).

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 Reach South community are:

- using a raised voice, shouting or repeatedly talking over others (either by phone, online or in-person) in a way that is intimidating or prevents a reasonable two-way discussion

- filming or recording on Academy premises in circumstances that create a safeguarding, privacy or security concern, including recording pupils or staff after being asked not to do so
- swearing at, insulting, demeaning, humiliating or personally attacking a member of staff, pupil or other member of the Academy community
- intentional damage to Academy property or the property of another person
- publishing or sending threatening, abusive, harassing, discriminatory or defamatory material about staff, pupils or the Academy through social media, email or other channels
- swearing, or using foul or abusive language, either in person or over the telephone/email
- inappropriate electronic activity including publishing abusive or inappropriate content with regards to the school, teachers or pupils on social networking websites such as Facebook and Twitter or in email communication
- making threats, including implied threats, or using intimidating language, gestures or behaviour
- hitting, slapping, punching, kicking, pushing, spitting or any other physical assault
- physical intimidation, including deliberately invading personal space, blocking an exit or preventing someone from leaving
- the use of rude or aggressive hand gestures, including shaking or holding a fist towards another person
- racist, sexist, homophobic, biphobic, transphobic, ableist or other discriminatory abuse or harassment
- refusing to comply with reasonable safeguarding, security or site-access instructions, or deliberately breaching Academy security procedures
- persistent, excessive or repetitive contact which continues after reasonable boundaries have been explained and which substantially interferes with staff members' ability to carry out their work
- any other conduct which presents a risk to the safety, dignity or wellbeing of pupils, staff or visitors

A single serious incident may justify immediate action. In other cases, a pattern of behaviour and the impact of that behaviour may be more important than any one interaction. Unacceptable behaviour may result in the police being informed of the incident.

In the face of unacceptable behaviour

Staff should remain calm and professional, but they are not expected to tolerate abuse or place themselves at risk. Where appropriate, staff should:

- clearly state the behaviour that needs to stop and, where possible, give the person an opportunity to reset the interaction
- pause or end an interaction, online meeting or telephone call if respectful communication cannot be restored
- seek support from a senior colleague and avoid continuing a difficult interaction alone
- move to a place of safety and follow site security or lockdown procedures where required
- call the police if there is an immediate risk of harm, violence, a crime in progress or a serious threat to public order or personal safety. Any member of staff may do this if necessary, irrespective of role
- inform the Headteacher or, in their absence, a senior leader as soon as possible

Where an online meeting, phone call or face to face interaction is ended, the Academy should explain, where practicable, how necessary communication will continue and what the next step will be. This may involve:

- initiating a meeting/dialogue with the individual(s)
- write to the individual(s), describing their misconduct, explaining its impact on the school and stating its unacceptability
- vary the person's "limited licence", say, through the addition of conditions
- warn of the possibility of a "ban" (i.e. the withdrawal of their limited licence) if the misconduct is repeated
- impose a ban with a review after a fixed period
- impose a ban without review

It is possible for a Headteacher/SLT to initiate any of these actions on their own authority, but these can also be initiated by the governing body or the trust, as appropriate.

The Trust's approach to dealing with incidents

If a parent, carer or visitor behaves in an unacceptable way towards a member of the school community, the Headteacher and/or appropriate senior staff member will seek to resolve the situation through discussion and mediation. If necessary, the school's complaints procedures should be followed by the parent, carer or visitor. 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 Headteacher from the school premises for a period of time, subject to review.

Risk Assessment

The Headteacher or nominated senior leader will carry out a risk assessment in order to help make an informed decision about the level of response required. In all cases the response will be reasonable and proportionate. Support for the risk assessment process can be sort from Gary Musson, Health & Safety Advisor for the Trust. Legal advice may be sought through the Trust where appropriate. The assessment should consider:

- what happened, including the nature and severity of the behaviour
- what evidence is available, including witness accounts and relevant communications
- whether there have been previous incidents or an emerging pattern
- do members of staff/pupils feel intimidated by the parent's, carer's or visitor's behaviour
- any known contextual factors, communication needs or reasonable adjustments that are relevant
- whether there was any provocation or misunderstanding and whether this changes the appropriate response
- how high is the assessed risk that this will be repeated or there will be retaliation at the academy's action?
- what arrangements are needed to maintain essential communication about the pupil
- whether additional site, staffing or meeting controls are required

Guidance for staff

A staff member must report any matter of intimidation, aggression, abuse or violence to the Headteacher. If the member of staff is in a meeting with an aggressive, abusive or violent parent, carer or visitor they should calmly and professionally outline that they are unable to continue the meeting in the current circumstances and report this immediately to the Headteacher or other senior member of staff. At all times, should situations deemed to be dangerous arise on the school premises, any member of staff, irrespective of their job role, is

able to call the police requesting intervention to help maintain public order and/or personal safety. The Headteacher, or in their absence another senior leader, must be informed of this immediately.

Recording of Incidents

All incidents involving unacceptable behaviour must be reported to the Headteacher using the Incident Report Form in Appendix 1.

Staff directly involved, and witnesses where appropriate, should complete the Incident Report Form in Appendix 1 as soon as practicable and while events are fresh in their memory.

Records should be factual and include exact words where these are relevant and can be recalled.

Where a pupil or visitor witnesses an incident, a member of staff may record their account in a suitable and proportionate way.

Relevant records, correspondence, risk assessments and decisions should be stored securely in line with the Academy's data protection and record management arrangements.

Where the incident meets the threshold for a health and safety, safeguarding, criminal or other reporting process, that process must also be followed.

The Academy's response

Following the completion of the risk assessment, the Headteacher will decide the level of action to be taken. Headteachers can refer to their Regional Director for further guidance and support following an incident.

The Academy will normally use the least restrictive response that is reasonably likely to protect people and restore workable communication. It is not necessary to use every stage in order; a serious incident may justify moving directly to conditions, a temporary bar, police involvement or other action.

Actions will include the following:

1. Clarify to the parent what is considered acceptable behaviour by the academy. In some instances, it may be appropriate simply to ensure the parent is clear about the behaviour standards expected by the Academy. This could be explained by letter from the Headteacher. This letter may contain a warning about further action if there are further incidents. The parent will be invited to write to the Headteacher with their version of events within 10 school (working) days. Depending on the parent's response a meeting may then be held to discuss the situation and how this can be avoided in the future. (**see Appendix 2 Warning letter**).

2. Invite the parent to an informal meeting to discuss events This could be helpful to diffuse and repair the situation. The safety and well-being of those attending such a meeting must be carefully considered. Members of staff will always be accompanied by at least one other colleague at any such meeting. Consideration should be given to the seating arrangements and care taken to ensure exits cannot be blocked by an individual who could potentially become aggressive. The main points of discussion and any agreed actions should be noted, and a follow-up letter or email sent to confirm the academy's expectations and any agreed actions.

3. Impose conditions on the parent's contact with the academy and its staff. Although fulfilling a public function, schools are private places, and therefore the public has no automatic right of entry. Parents of enrolled pupils have an 'implied licence' to come onto the academy premises at certain stated times. It is for the academy to define and set out the extent of such access. Parents exceeding this 'implied licence' would be trespassing. Depending on the type, level or frequency of the unacceptable behaviour, the academy may consider imposing conditions on the parent's contact with the academy. These conditions may include:

- being accompanied to any meeting with a member of academy staff by a member of SLT
- restricting contact by telephone to named members of the senior leadership team or family support team
- restricting written communications to named members of the senior leadership team or family support team
- restricting attendance at academy events to those where the parent will be accompanied by a member of the senior leadership of the academy or family support team
- any other restriction as deemed reasonable and proportionate by the Headteacher.

See Appendices 3 and 4.

In this case the individual will be informed by a letter from the Headteacher the details of the conditions that are being imposed. The individual would then be given 10 school (working) days from the date of that letter to make representations in writing about the conditions to the Chair of Governors. The Chair of Governors would then decide whether to confirm or remove the conditions. This would be communicated to the individual in writing within 10 school (working) days of the date of the their letter. If the decision is to confirm the conditions imposed, this decision will be reviewed by the governing body after approximately six months (and every six months after that, if appropriate). The individual will be invited to make written representation to the governors. This, together with the evidence from the Headteacher will be considered at a meeting of the full governing body. Governors may decide to maintain, extend or remove the conditions. The decision of the review will be communicated to the individual by the clerk to the governors within 10 school (working) days of the date of the meeting. When deciding whether it will be necessary to maintain, extend or remove the conditions, governors will give consideration to the extent of the individual's compliance with the conditions, any appropriate expressions of regret and assurance of future good conduct received from them and any evidence of the offender's co-operation with the school in other respects (**See Appendix 4 Confirming or overturning decision to Impose Conditions)**

Conditions must not be used to prevent a parent or carer from raising genuinely new concerns, receiving information about their child or accessing the trust's complaints process. Reasonable adjustments should be considered where required.

4. **Impose a ban**

Where all relevant procedures have been exhausted and aggression or intimidation continue, or where there is an extreme act of violence, a visitor (including a parent or carer of an existing pupil) may be banned by the Headteacher from the school's premises for a defined period. In these circumstances, the individual would be advised in writing by the Headteacher that a provisional ban is being imposed. The individual would then be given 10 school (working) days from the date of that letter to make representations about the ban in writing to the Chair of Governors. The Chair of Governors would then decide whether to confirm or remove the ban. This would be communicated to the individual in writing within 10 school (working) days of the receipt of their letter. The Regional Director will be informed of any ban imposed.

A bar applies to attendance on Academy premises unless specific written permission is given. It does not remove the Academy's responsibility to maintain necessary communication about a pupil. The Academy will therefore set out a named communication route and, where appropriate, alternative arrangements for meetings, reviews, collection/drop-off or other essential contact.

A decision to impose a ban will be reviewed by the governing body after approximately six months (and every six months after that, if appropriate). The individual will be invited to make written representation to the governors; this and the evidence from the Headteacher will be considered at a meeting of the full governing body. Governors may decide to remove the ban, extend the ban or impose conditions on the individual's access to the school. The decision of the review will be communicated to the individual by the clerk to the governors within 10 school (working) days of the date of the meeting. In deciding whether to remove or extend the ban or impose conditions, governors will give consideration to the extent of the individual's compliance with the ban, any appropriate expressions of regret and assurance of future good conduct received from them and any evidence of their co-operation with the Academy in other respects.(**See Appendix 7 - Model Letter 6: Letter**

from clerk to the governors requesting individual's statement for review by the governing body & See Appendix 8 - Model Letter 7: Letter detailing outcome of governing body's review).

In imposing a ban, the following steps will be taken:

1. The individual will be informed, in writing, that they are 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 (**See Appendix 5 Letter to Impose a Ban & Appendix 6 Letter from Chair of LGB to confirm or overturn the ban).**
2. Where an assault has led to a ban, a statement indicating that the matter has been reported to the local police will be made.
3. The Chair of the Board of Trustees will be informed of the ban.
4. As appropriate, arrangements for meetings at school regarding pupils, and arrangements for pupils being delivered to and collected from the school will be clarified.
5. Parents, carers or visitors who have been banned from the school premises and continue to cause a nuisance will be deemed to have committed a section 547 offence. They will be considered as trespassers. In these circumstances the offender may be removed from school. This may be carried out by a police officer or person authorised by the governing body. Legal proceedings may be brought against the offender.
6. **Complaints policy** Any complaint that arises from incidents of abusive behaviour will be dealt with under the Trust Complaints Policy.

Where the Academy has reasonable grounds to believe that an offence or immediate safety risk has arisen, it may seek police assistance. A person may also be removed by a police officer or another person authorised by the appropriate authority where the legal requirements are met. The Academy will seek Trust/legal advice where necessary.

Support for staff and pupils following an incident of unacceptable behaviour

Following an abusive, threatening or violent incident, the Headteacher or nominated senior leader should consider what support is appropriate for those affected. This may include:

- immediate welfare and safety checks
- time away from the situation and appropriate cover or support
- a debrief with a senior leader, focused on wellbeing as well as learning from the incident
- access to occupational health, employee assistance, counselling, reflective supervision, or other professional support where appropriate
- consideration of reasonable adjustments or temporary changes to contact arrangements
- a review of risk assessments, site controls and communication arrangements to reduce the likelihood or impact of recurrence

Conclusion

In implementing this guidance, the Trust will, as appropriate, seek advice from the Trust's solicitors and/or the Local Authority if necessary, to ensure fairness and consistency. The guidance will be reviewed annually and may be reviewed sooner following a serious incident, changes in legislation or national guidance, or learning identified through incident review.

Related Guidance and Policies

- Department for Education - Controlling access to school premises
- Department for Education - Preventing and tackling the bullying and harassment of school staff (2026)
- Reach South Academy Trust - Complaints and Concerns
- Reach South Academy Trust - Operational Policies
- The Springfields Academy - Policies

Appendix 1 – Incident Report Form

Relevant incidents include threats, intimidation, harassment, verbal or discriminatory abuse, physical aggression or violence, intentional damage to property, serious disruption, trespass, nuisance or disturbance.

Complete this form as soon as practicable. Where possible, witnesses should record their own account before discussing the detail of events with one another.

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.

Incident Report Form	
Date of incident Time of incident	
Name and role of person reporting incident	
Date and time incident reported	
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)	
Names of any witnesses	
Initial action/outcome (e.g. Informal conciliation; police intervention; warning or banning letter issued)	
Summary of subsequent actions taken by the school, including risk assessments	

Appendix 2 – Model Letter 1: Warning (sent by Headteacher/SLT)

Dear *[Name]*

I am writing following an incident on *[date/time/location]* concerning your conduct towards *[person/people].* This appears to fall short of the behaviour we would expect of a *[parent/carer/visitor]* at Springfields.

[Insert a concise, factual summary of what occurred and the impact on staff, pupils or others. Avoid speculation or emotive language.]

We recognise that difficult conversations can be stressful and that there may be relevant context or communication needs. We are willing to consider any reasonable adjustments that would support future communication with you. However, abusive, threatening, harassing or intimidating behaviour towards staff or pupils will not be accepted.

The Local Governing Body will not tolerate any form of aggression towards members of the academy's community and will act to protect its staff and pupils from any form of abuse or intimidation. We should warn you that any future conduct of this nature could result in the academy imposing conditions restricting your access to the academy or banning you from contacting or attending Springfields altogether.

We wish to give you an opportunity to put in writing any comments or observations of your own in relation to the report which I have received about your conduct. Please do so within 10 school (working) days of the date of this letter. These comments may include any assurances you are prepared to give about your future good conduct. There is then an option for us to meet to discuss the situation and how it can be avoided in the future.

Details of our guidance on Managing Abusive Visitors can be found on our website.

Yours sincerely

Headteacher's Name

Chair of Governors CC

Appendix 3- Model Letter 2: Imposing conditions on attendance at academy events, pending review (sent by Headteacher/SLT)

Dear [Name]

I am writing following an incident on *[date/time]* concerning your conduct towards *[person/people].*

[Insert factual summary and, where relevant, reference any previous warning or incidents.]

You will recollect that we have already written to you about a previous incident on *[date]* warning you of the consequence of any further unacceptable behaviour on your part.

The Local Governing Body, in line with our policy, will not tolerate conduct of this nature on the academy premises and will act to defend academy staff and pupils. Having considered the circumstances and the need to protect pupils and staff while maintaining necessary communication about your child, I am placing the following provisional conditions on your contact with the Academy:

[delete as appropriate]

- You will be accompanied by a senior leader when attending any meetings at the academy or online
- You may not make contact by telephone or in writing with any member of staff, except your named contact
- Your named contact is *[insert details]*
- You may not attend any Academy events except those where you will be accompanied by a member of the senior leadership of the academy
- You must arrange visits to the Academy in advance and must not attend without an appointment unless there is an emergency or specific written agreement
- Communication will take place by [email/telephone/other agreed channel]
- Meetings will take place [remotely / with two members of staff present / at an agreed location]
- Other measures as are reasonable and proportionate

The restrictions above are provisional until they have been reviewed by the Chair of the governing body.

Please consider them to be in force until you receive confirmation from the Chair. The Chair of the governing body will need to decide whether it is appropriate to confirm or overturn this decision. You may, if you wish, send to the Chair in writing any comments or observations of your own within 10 school (working) days of the date of this letter. These comments may be to challenge or explain the facts of the incident, to express regret and give assurances about your future good conduct. The Chair will then write to you with the outcome of their decision. If on receipt of your comments, the Chair of the governing body considers that my decision should be confirmed, you will be supplied with details of how the conditions will be reviewed by the governing body.

Yours sincerely

Headteacher's Name

Chair of Governors CC

Regional Director (if appropriate)

Appendix 4- Model Letter 3: Letter to confirm or overturn Headteacher/SLT's decision to impose conditions (sent by the Chair of the LGB)

Dear *[Name]*

The Headteacher wrote to you on *[date]* setting out concerns about your conduct and the provisional conditions placed on your contact with the Academy.

[I have considered your written representations dated ... / No written representations were received by the deadline.]

Having considered the information available, I have decided that the conditions should be:

[copied as set out in the Headteacher's letter]

This decision will be reviewed by the governing body in approximately six months' time. The Clerk to the Governors will write to you in advance of the meeting to ask you to provide a written statement for their consideration. When deciding whether it will be necessary to extend the application of conditions to attend academy premises, consideration will be given to the extent of your compliance with the decision, any appropriate expressions of regret and assurance of future good conduct received from you; and any evidence of your co-operation with the academy in other respects.

OR

In the circumstances, and after further consideration of the Headteacher's report and your letter, I have determined that the decision to impose conditions on you should be overturned. You may attend academy events as normal. However, should there be a repeat of inappropriate behaviour towards staff all of the above sanctions may be applied.

Yours sincerely

Chair of the Local Governing Body

cc: Headteacher; Regional Director (if appropriate)

Appendix 5- Model Letter 4: Imposition of a ban on contacting or attending the academy, pending review (sent by Headteacher/SLT)

Dear *[Name]*

I am writing following an incident on *[date/time]* concerning your conduct towards *[person/people].*

[Insert factual summary of incident, relevant previous incidents and the risk identified.]

You will recall that we have already written to you about a previous incident on *[date]* warning you of the consequence of any further unacceptable behaviour on your part.

Because of the seriousness of the incident and the risk identified, I am temporarily withdrawing your permission to enter The Springfields Academy premises. This provisional bar takes effect immediately while you are given the opportunity to present your side. You must also not make contact with any member of staff by telephone or e-mail.

You do, however, have the right to attend one meeting per year to discuss your child's progress. This meeting will be with me and we will contact you to arrange this at the time of the next Parents' Evening.

Arrangements for pupil drop-off/collection, where relevant, will be *[set out arrangements].*

If you attend the site without permission, you may be asked to leave. Where there is a nuisance, disturbance, threat, violence or other suspected offence, the Academy may seek police assistance or legal advice.

The restrictions above are provisional until they have been reviewed by the Chair of Governors. Please consider them to be in force until you receive confirmation from the Chair.

The Chair of Governors, will need to decide whether it is appropriate to confirm or overturn this decision. Please send, in writing, to the Chair of Governors, any comments or observations of your own within 10 school (working) days of the date of this letter. These comments may be to challenge or explain the facts of the incident, to express regret and give assurances about your future good conduct. If on receipt of your comments, the Chair of Governors considers that my decision should be confirmed, you will be supplied with details of how this ban will be reviewed by the governing body.

If you require a reasonable adjustment to enable you to provide your representations or maintain necessary communication about your child, please contact *[name and role].*

Yours sincerely

Headteacher's Name

Chair of Governors CC

Regional Director (if

appropriate)

Appendix 6- Model Letter 5: Letter to confirm or overturn Headteacher/SLT's decision to impose a ban (sent by chair of governors)

Dear

The Senior Leadership wrote to you on *[date]* detailing concerns about an incident when your behaviour towards *[name]* fell short of the behaviour we would expect at Springfields. You will be aware that *[name]* has written to you previously about your behaviour towards staff.

I have received a letter from you dated/ I have not received a written response from you, the contents of which I have considered carefully [amend as appropriate].

In the circumstances and after further consideration of the Headteacher's report and your letter, I have determined that the decision to impose a ban on you should be confirmed. You must not make contact with any member of staff by telephone or e-mail, nor enter Springfields premises.

You have the right to attend one meeting per year to discuss your child's progress. This meeting will be with the Headteacher or a member of the senior team. This decision will be reviewed in six months' time by the governing body. The Clerk to the Governors will write to you in advance of the meeting of the governing body to ask you to provide a written statement for their consideration.

When deciding whether it will be necessary to extend the application of conditions to attend academy premises, consideration will be given to the extent of your compliance with the decision, any appropriate expressions of regret and assurance of future good conduct received from you and any evidence of your co-operation with the academy in other respects.

OR

In the circumstances and after further consideration of the Headteacher/SLT's report and your letter, I have determined that the decision to impose a ban should be overturned. You may hence attend academy events as normal. However, should there be a repeat of inappropriate behaviour towards staff, all of the above sanctions may be applied.

Yours sincerely

Chair of the Local Governing Body

cc: Headteacher; Regional Director (if appropriate)

Appendix 7- Model Letter 6: Letter from clerk to governors requesting parents' statement for review by the governing body (sent by clerk to governors).

Dear *[Name]*

The Senior Leadership Team wrote to you on *[date]* detailing concerns about your behaviour towards Academy staff/pupils, which fell short of the behaviour we expect at Springfields. As a result of this incident, conditions were imposed on you/a ban was imposed. This decision will be reviewed by the governing body at their next meeting on *[date].*

I am writing to ask whether you would like to make a written statement to governors for their consideration in making the decision whether to remove the restriction or extend it. If you should wish to make a written statement, please email it to me at *[address]* by *[date – parents should be given 10 school (working) days to respond].*

Yours sincerely

Clerk to the Local Governing Body

cc: Headteacher; Regional Director (if appropriate)

Appendix 8- Model Letter 7: Letter detailing outcome of governing body's review (sent by Clerk to governors)

Dear *[Name]*

I wrote to you on *[date]* to request a statement to enable governors to review the academy's decision to impose conditions/ban you from attending academy premises. *I have not received a written response from you/ I have received a letter from you dated…..[delete as appropriate].*

The contents of your response were considered carefully by the governors at their meeting on *[date]*. In the circumstances and after further consideration of the Headteacher's report *[and your response]* governors have determined that the decision to impose conditions/ban you from attending or contacting the academy attend should be confirmed.

The conditions of your attendance on site are as follows:

- You will be accompanied by a senior leader when attending any meetings at the academy or online
- You may not make contact by telephone or in writing with any member of staff, except your named contact
- Your named contact is *[insert details]*
- You may not attend any Academy events except those where you will be accompanied by a member of the senior leadership of the academy
- You must arrange visits to the Academy in advance and must not attend without an appointment unless there is an emergency or specific written agreement
- Communication will take place by [email/telephone/other agreed channel]
- Meetings will take place [remotely / with two members of staff present / at an agreed location]
- Other measures as are reasonable and proportionate

This decision will be reviewed again in six months' time. When deciding whether it will be necessary to extend the application of conditions to attend academy premises, consideration will be given to the extent of your compliance with the decision, any appropriate expressions of regret and assurance of future good conduct received from you; and any evidence of your co-operation with the academy in other respects.

OR

In the circumstances, and after further consideration of the Headteacher/SLT's report and your letter, governors have determined that you should once again be allowed to attend parents' events as usual. All conditions have been removed. However, should there be a repeat of inappropriate behaviour towards staff this decision may be revoked.

Yours sincerely

Clerk to the Local Governing Body

cc: Headteacher; Regional Director (if appropriate)

Signed by Headteacher: Date: September 2026