




The LETTA Trust

Managing Unreasonable Behaviour by Parents and Visitors Policy

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Reviewed by:	Trust Board	Signed:	



Contents

1. Aims and legislation	3
2. Definition of unreasonable behaviours	3
3. Expectations of adults	4
4. School approach and actions	4
5. Risk assessment	5
6. Recording of incidents	6
7. Complaints	6
8. Monitoring and review	6
9. Appendix A: Template letter for unreasonable behaviour	7
10. Appendix B: Suggested phrases to end difficult meetings or phone calls	8



1. Aims and legislation

The LETTA Trust values positive relationships with parents and visitors. We know that children benefit most when the important adults in their lives work together in a spirit of mutual respect and in their best interests. Our vision is that every child in our Trust:

- **loves learning**, achieves their best, has fun, and feels excited about the future
- **builds strong relationships**, gets along well with others, and treats people with fairness, compassion, and respect
- **grows healthy and resilient**, believes in themselves, and has the confidence to pursue their dreams
- **feels part of their community**, is proud of their school, and is inspired to make a positive difference in the world

LETTA schools are places where adults model the behaviours we teach and expect of our pupils. Good manners, positive communication, and respect are at the heart of this. We are committed to handling all concerns raised by parents and visitors, whether formal complaints or general queries, fairly and respectfully. We will always remain courteous and reasonable in all communications with parents and visitors.

Sometimes situations may occur that fall short of the standards of behaviour and conduct expected of adults. This may include aggression or abuse towards others in written communication (including social media), on the telephone, or in face-to-face interactions. We do not expect our staff members to tolerate unacceptable behaviour towards them, and will address these situations should they occur.

This policy has been developed with reference to the [DfE Controlling Access to School Premises \(2018\)](#) and NAHT guidance on abusive visitors, violence, and threatening behaviour.

2. Definition of unreasonable behaviours

Unacceptable behaviour includes any actions making staff or pupils feel threatened, whether in person, over the phone, or in writing, including social media. Examples include:

- insulting language intended to demean, embarrass, or cause distress
- any form of physical or verbal threat
- raising one's voice in an intimidating manner
- physical intimidation, such as standing too close or using aggressive gestures
- the use of foul or abusive language
- any form of physical assault
- online conduct and social media use

The school recognises the role of online communication, including social media, in modern life and expects all interactions related to the school community to be respectful and considerate. Unacceptable online conduct includes, but is not limited to:



- spreading false, misleading, or inflammatory statements about the school or its community
- using social media to harass, intimidate, or threaten others
- sending offensive or abusive online messages
- sharing confidential school related information
- inciting hostility or disruption against the school community

3. Expectations of adults

3.1. Parents and visitors:

- treat all staff with courtesy and respect
- consider the well-being of pupils and staff
- avoid violence or verbal abuse
- follow the complaints procedure and use appropriate communication channels
- allow reasonable time for responses and recognise that resolving issues may take time
- avoid excessive or repeated contact regarding the same issue

3.2. Staff members

Parents can expect members of staff to respond with courtesy and respect, attempt reasonable resolutions, and keep them informed of progress. In situations where parents or visitors behave in an unacceptable manner, we expect staff to:

- act professionally and attempt to defuse the situation where possible
- seek the involvement of senior colleagues as appropriate
- end any conversation (face-to-face or on the telephone) if necessary, and refer the incident to the Headteacher who will take appropriate action under this policy

4. School approach and actions

Staff facing aggression or abuse must end conversations and report incidents to the Headteacher or a senior leader. The Headteacher or senior leader will assess the level of risk before deciding on an appropriate course of action, considering the nature of the behaviour, evidence, previous incidents, staff or pupil perceptions of threat, and likelihood of recurrence.

Incidents will be recorded in writing, and statements from staff, pupils, parents, and other witnesses will be securely filed by the Headteacher.

4.1 Levels of action

The school may escalate responses based on severity and risk. These include:



- **level 1 – clarify expectations and informal warning**

The Headteacher will meet with the parent or write to them to explain what behaviour is acceptable. This information may also be provided to the parent in writing after the meeting

- **level 2 – formal warning and communication plan**

If the behaviour continues, the school may issue a formal written warning. Restrictions may also be applied, such as communicating in writing only, having fewer meetings, or using a single point of contact. The situation will be reviewed after an agreed period of time

- **level 2a – online misconduct**

If inappropriate content is shared online, the school will discuss the concerns with the parent and request its removal. A written warning will be issued, and restrictions similar to level 2 may be applied

- **level 3 – conditions on contact**

The school can restrict a parent's access to staff, the school premises, or school events. A formal letter will be sent, and the parent will have ten school days to respond.

- **level 4 – barring from site**

For serious or repeated misconduct, the parent may be temporarily or permanently banned from the school site. They will have 10 school days to make representations, and the ban will be reviewed before it expires (see Appendix A). The CEO and the Chair of the Local Governing Board will be informed

- **level 5 – removal from premises**

If the parent continues to cause problems despite all previous measures, the school may remove them from the premises under Section 547 of the Education Act 1996. The CEO and the Chair of the Local Governing Board will be informed

Persistent complaints may lead to the school limiting responses while still considering legitimate new concerns.

In cases of severe or violent behaviour, the school will contact the police to ensure the safety of staff, pupils, and others on the premises.

5. Risk assessment

The Headteacher will conduct a risk assessment to determine the appropriate level of response. Any action taken will be fair, reasonable, and proportionate to the circumstances. The assessment will consider the following factors:

- the nature and severity of the behaviour
- available evidence supporting the incident



- statements from witnesses
- any previous incidents involving the individual
- whether staff or pupils feel threatened or intimidated
- any evidence of provocation
- the likelihood of the behaviour recurring or escalating in response to the school's actions (assessed as low, medium, or high)

6. Recording of incidents

Staff, pupils and parents subject to abuse and witnesses to the abuse will make written statements about the incident, which will be kept on file with subsequent letters. This file will be kept by the Headteacher. Depending on an assessment of the risk of relation to witnesses, statements made by adults may be shared with the perpetrator if they request it.

7. Complaints

Any complaint that arises from incidents of unacceptable behaviour will be managed under the Complaints Policy.

8. Monitoring and review

The Trust Board will review this policy at least every two years or sooner if required. The Headteacher will report incidents and actions as part of regular governance reporting.



Appendix A: Template letter for unreasonable behaviour from parents or visitors

[Name]

[Address]

Dear [Name],

I am writing further to an incident at [School Name] on [date] in which it has been reported that your behaviour towards [a pupil, member of staff, or other members of the school community] was [inappropriate, aggressive or threatening]. This behaviour caused concern for the safety and well-being of pupils, staff, and visitors.

[If applicable - I understand that there have been previous incidents of concern regarding your behaviour on [previous dates]]. This behaviour presents a safeguarding risk to members of our school community. Consequently, I must inform you that you are barred from attending the school's premises with immediate effect.

This ban will be kept under review and will remain in place for no longer than is reasonable, taking into account the facts and circumstances surrounding this matter. In any event, the ban will remain in force until further written notice from the school. [If possible, state a time frame for the ban and review of the ban].

Please note that:

- Breaching the conditions of this ban is considered a criminal offence under Section 547 of the Education Act 1996
- The school may physically remove you from the premises with the assistance of the police
- You may also be liable for a fine of up to £500

If you wish to object to this decision, please submit your representation in writing to [Headteacher's Name] within 10 days of the date of this letter.

[School name] is committed to ensuring a safe and respectful environment for all members of its community. In the circumstances outlined above, actions taken are proportionate and in the best interests of pupils, staff, and visitors.

Yours sincerely,

[Headteacher's Name]

Headteacher

[School Name]



Appendix B: Suggested phrases for difficult meetings/phone calls

As members of staff our response is always calm and professional.

During a call or meeting:

- "I can see/hear that you are upset/angry. In the best interest of all, it is our policy not to continue calls/meetings when someone is using inappropriate language. I am going to end the call/meeting now, and I'm happy to speak with you tomorrow or on another day."
- "I appreciate that you are angry/upset about this and you have started using unacceptable language/raising your voice. If this continues, I will have to stop this call/meeting. Would it help if we took a short break?"
- "I am sorry, but I am going to end this call/meeting now, as you are still using unacceptable language/raising your voice." We can speak again tomorrow or on another day."

Suggested Phrases for leaders following up on low-level incidents:

- "[Name] has mentioned that you were very upset/angry when you visited reception yesterday. They reported that you were swearing/shouting. Would you like to tell me more about it?"
- "Behaviour like this is unacceptable in a school environment as it makes staff and pupils feel unsafe. Can you reassure me that this won't happen again?"

If necessary:

- "We have a set procedure for responding to adults who are shouting at or swearing at school staff. I will pass the details of this incident on to the Headteacher."