



Oaklands School

POLICY FOR DEALING WITH UNACCEPTABLE BEHAVIOUR ON SCHOOL PREMISES

Reviewed: February 2025

Next Review Date: February 2028

Oaklands School is a community at which everyone is valued and entitled to be treated with respect. This includes pupils, staff, parents, visiting professionals and other visits to school. It is essential for the safeguarding of our pupils that we maintain a calm and positive environment. Everyone is entitled to both be and feel safe in school.

While we understand that everyday life can be stressful neither aggressive nor abusive behaviour or language is appropriate in a school environment, will be tolerated. This includes communications over the telephone and in written communication including text messages, and communications on the school premises including in the school car park.

If inappropriate behaviour happens school staff are expected to behave professionally, attempting to diffuse the situation and to seek support from colleagues. If it is necessary and safe to do so staff may withdraw from the situation. Staff do have the right to work without fear of abuse and staff are not expected to tolerate such behaviour.

The school expects parents and other visitors to always behave in a reasonable way towards all members of the school community. This policy outlines the steps that will be taken where the behaviour displayed falls below the standard the school expects.

The types of behaviour which are unacceptable and will not be tolerated are:

- Ignoring reasonable instructions or requests made by staff
- shouting, either in person or over the telephone;
- swearing;
- using intimidating language or behaviour;
- using threatening language or behaviour;
- using abusive or insulting language or behaviour;
- using aggressive or offensive hand gestures;
- any physical contact

PERMISSION TO ENTER AND BE ON THE SCHOOL'S PREMISES

Parents and carers have “implied permission” to enter and be on the school’s premises for reasons relating to their child’s education. This means that parents are welcome come to the school to drop off and collect their children, to speak to teachers and other members of staff about their children, or for meetings, parents’ evenings and social events. If someone other than the parent attends the school premises we would usually expect the parent to inform us before that person arrives, and they may be asked to provide identification

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Other visitors also have “implied permission” to enter and be on the school’s premises if they have a reason, for example a courier or delivery person, or a member of the public attending the school’s office to make enquiries about something. Members of the public without a good reason for entering or being on the school premises are trespassing.

WITHDRAWAL OF PERMISSION TO ENTER AND BE ON THE SCHOOL’S PREMISES

If any visitor to the school behaves in an inappropriate manner towards staff or pupils or school property they will be asked to leave. This would mean that their permission to be in school is withdrawn.

If any visitor, including a parent is asked to leave and not return to the premises they will also be informed in writing of the decision, and the reason for which the decision has been taken.

If anyone refused to leave when asked as a result of their inappropriate behaviour the school may ask the police to remove them. In appropriate behaviour on school premises might amount to criminal offense.

Where the school believes that a parent or visitor’s conduct would amount to a criminal offence, the school will always report the incident to the police for immediate investigation and prosecution. The school will co-operate fully with the police, including encouraging teachers and other members of staff to provide witness statements and to attend court to give evidence at a trial.

Where a parent or visitor’s conduct amounts to a criminal offence, the school will, in all but exceptional cases, immediately withdraw their “implied permission” to enter and be on the school’s premises.

THE PROCEDURE FOR WITHDRAWING IMPLIED PERMISSION TO BE ON THE SCHOOL’S PREMISES

The initial decision to withdraw “implied permission” will be made by the Headteacher or, in the Head teacher’s absence from school, by a Head of School an Assistant head, or Business Director. The decision will be reviewed on a regular basis by the Chair of Governors.

STAGE 1 - WARNING LETTER FROM THE HEADTEACHER BEFORE IMPLIED PERMISSION WITHDRAWN

Where a parent or visitor has behaved in a way which is unacceptable to the school for the first time, they are likely to receive a letter warning them that, if the behaviour is repeated, their “implied permission” to enter and be on the school’s premises will be withdrawn. The Headteacher will send a letter (Appendix, Letter 1) to the parent or visitor confirming the warning and the consequences of failing to heed it.

However, where the unacceptable behaviour is serious and/or amounts to a criminal offence, it is likely that the parent or visitor’s “implied permission” will be withdrawn immediately without warning under Stage 2.

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STAGE 2 – LETTER FROM HEADTEACHER WITHDRAWING IMPLIED PERMISSION

Where a parent or visitor has already received a warning letter under Stage 1 and has behaved in an unacceptable way again, or where a parent or visitor has engaged in serious misconduct and/or conduct amounting to a criminal offence, their “implied permission” to enter and be on the school’s premises will be withdrawn. If possible, they will be verbally informed that they are prohibited from entering or being on the school’s premises immediately after the incident or as soon as practicable thereafter. In any event, the Headteacher will send a letter (Appendix, Letter 2) to the parent or visitor confirming the withdrawal of their “implied permission” and the consequences of failing to comply.

The prohibition will initially last for **ten school days** from the date of the letter. The parent or visitor will be invited to provide written comments within **five school days** of the date of the letter. By the **tenth school day** from the date of the letter, the Chair of Governors will review the Head teacher’s decision in accordance with Stage 3 (whether or not any written comments have been received) having been provided with all documentation relating to the incident (and any previous incidents), the Head teacher’s record of the decision and the reasons for it.

STAGE 3 – REVIEW OF HEADTEACHER’S DECISION BY CHAIR OF GOVERNORS

The Chair of Governors will, within **ten school days** of the date of the letter notifying the parent or visitor of the Head teacher’s decision to withdraw their “implied permission” to enter and be on the school’s premises, review the decision made, having considered all documentation relating to the incident (and any previous incidents), the Head teacher’s record of the decision, the reasons for it, confirmation as to whether the parent or visitor has complied with the instruction, and any written comments received from the parent or visitor.

The Chair of Governors must consider whether the Head teacher’s decision, was;

- unjustified
- or that the Head teacher’s decision was justified at the time, but that a period of ten school days is sufficient to secure no further inappropriate behaviour in future
- or whether the Head teacher’s decision was entirely justified and should be confirmed for further review at a later date.

The Chair of Governors will, by the **tenth school day** of the date of the letter, write to the parent or visitor confirming whether the decision of the Headteacher has been confirmed (Appendix, Letter 3A) or revoked (Appendix, Letter 3B), stating their reasons.

Where the decision has been confirmed, the letter will confirm the date of the next review, which will be for a period of between fifteen and thirty school days, or until the last day of the term or half term period, at the Chair of Governor’s discretion, subject to **a maximum period of thirty school days**.

Where the decision has been confirmed, the parent or visitor will be invited to provide further written comments **at least five school days** before the date of the next review. These comments should be restricted to the parent or visitor’s conduct since the decision was last confirmed or any new consequences of the decision, and should not repeat comments provided previously which the Chair of Governors will already be in possession of.

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STAGE 4 – FURTHER REVIEWS OF THE DECISION

Where the Head teacher’s decision was confirmed by the Chair of Governors under Stage 3, or the decision has previously been confirmed under Stage 3, the Chair of Governors will carry out a further review of the decision **by the review date**, having considered all documentation relating to the incident (and any previous incidents), the Head teacher’s record of the original decision, the reasons for it, confirmation as to whether the parent or visitor has complied with the instruction since the last review, any written comments provided by the parent or visitor previously, the record of the Chair of Governors’ previous review, and any further written comments received from the parent or visitor following the last review.

The Chair of Governors must consider whether, in view of the length of time that the parent or visitor has been prohibited from entering or being on the school’s premises, and in light of the parent or visitor’s conduct since their “implied permission” was withdrawn, and in consideration of any genuine assurances given in their written comments as their future conduct, it is now appropriate to revoke the decision to withdraw their “implied permission” to enter and be on the school’s premises.

The Chair of Governors will, by the **review date**, write to the parent or visitor confirming whether the decision has been further confirmed (Appendix, Letter 4A) or revoked (Appendix, Letter 4B), stating their reasons.

Where the decision has been further confirmed, the letter will confirm the date of the next review, which will be for a period of between fifteen and thirty school days, or until the last day of the term or half term period, at the Chair of Governor’s discretion, subject to **a maximum period of thirty school days**.

Where the decision has been further confirmed, the parent or visitor will be invited to provide further written comments **at least five school days** before the date of the next review. These comments should be restricted to the parent or visitor’s conduct since the decision was last confirmed or any new consequences of the decision, and should not repeat comments provided previously which the Chair of Governors will already be in possession of.

The procedure under Stage 4 will be followed in relation to all further reviews.

PROHIBITING THIRD PARTIES FROM ENTERING AND BEING ON THE SCHOOL’S PREMISES

The procedure outlined above relates to parents and visitors who had a valid reason for entering and being on the school’s premises. Sometimes, members of the public enter the school’s premises when they have no good reason for doing so (for example, they do not have children registered as students at the school, and they are not delivering items or making valid enquiries at the school’s office).

Such people do **not** have “implied permission” to enter and be on the school’s premises, and are therefore trespassing. This means that, if they are causing a nuisance or disturbance on the school’s premises, they can be prosecuted under Section 547 of the Education Act 1996. In those circumstances, the school will inform the third party that they are trespassing and ask them to leave the school’s premises and, in appropriate cases, call the police and support any prosecution for criminal offences which follows.

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PUBLICATION AND REVIEW

This policy will be published on the school' website and reviewed every 3 years.

Policy adopted on February 2022

Reviewed: February 2025

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APPENDIX

LETTER 1 - TEMPLATE LETTER TO PARENT – WARNING BEFORE IMPOSING BAN

[On School Headed Notepaper]

BY RECORDED DELIVERY [INSERT NAME]
[INSERT ADDRESS]
[INSERT POSTCODE]
[INSERT DATE]

Dear [Mr][Mrs] [INSERT SURNAME]

I have received a report about your unacceptable conduct on [INSERT DATE] at approximately [INSERT TIME] when I have been informed that you [INSERT SUMMARY OF INCIDENT, INCLUDING EFFECT UPON STAFF, PUPILS OR OTHER PARENTS].

I must inform you that [INSERT NAME OF SCHOOL] will not tolerate conduct of this nature on its premises and will act to defend its teachers, members of staff, students and their parents, and other members of the school community.

I am therefore putting you on notice that, if I receive a further report of unacceptable conduct from you, I will have no option but to instigate the school's formal procedure to withdraw your permission to enter or be on the premises of [INSERT NAME OF SCHOOL].

A copy of the school's Policy for Dealing with Unacceptable Behaviour on School Premises is attached for your consideration.

I should warn you that, if your permission to enter or be on school premises is withdrawn, you can be removed from the premises by a police officer and you may be prosecuted under Section 547 of the Education Act 1996. If convicted under that section, you will be liable to a fine of up to £500.00 and have a criminal conviction recorded against you.

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[If you have any concerns about the school which have led to your unacceptable conduct, you should raise these with the school in accordance with the school's Complaints Policy, a copy of which is attached for your consideration.]¹

I trust that we will now be able to put this matter firmly behind us.

Yours [faithfully][sincerely] [INSERT NAME]

¹ This paragraph should be included where it is clear from the circumstances surrounding the incident that the parent or visitor has concerns which should be dealt with as a complaint under the school's Complaints Policy.

LETTER 2 - TEMPLATE LETTER TO PARENT - IMPOSING INTERIM BAN ON ENTERING SCHOOL PREMISES

[On School Headed Notepaper]

BY RECORDED DELIVERY [INSERT NAME]

[INSERT ADDRESS]

[INSERT POSTCODE]

[INSERT DATE]

Dear [Mr][Mrs] [INSERT SURNAME]

[Further to my letter dated [INSERT DATE],] I have received a [further]² report about your unacceptable conduct on [INSERT DATE] at approximately [INSERT TIME] when it is alleged that you [INSERT SUMMARY OF INCIDENT, INCLUDING EFFECT UPON STAFF, PUPILS OR OTHER PARENTS].

I must inform you that [INSERT NAME OF SCHOOL] will not tolerate conduct of this nature on its premises and will act to defend its teachers, members of staff, students and their parents, and other members of the school community. I am therefore instructing you that (for a temporary period) you are not to enter or be on the school's premises.

If you do not comply with this instruction, I shall arrange for a police officer to remove you from the premises and you may be prosecuted under Section 547 of the Education Act 1996. If convicted under this section, you are liable to a fine of up to £500.00 and a criminal conviction will be recorded against you.

The withdrawal of permission for you to enter or be on the school premises takes effect immediately. However, the Chair of Governors will need to decide whether my decision should be confirmed. Before the review of my decision takes place, you have the opportunity to provide in writing any comments or observations of your own in relation to the report of 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.

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To enable the Chair of Governors to review my decision at an early stage, you are asked to send any written comments you wish to make within five school days from the date of this letter, i.e. by [INSERT DATE]. The Chair of Governors will review my decision within ten school days of the date of this letter, whether or not any written comments are received from you.

If, after considering your written comments, the Chair of Governors takes the view that my decision should be confirmed, you will be provided with written details of when a further review of the decision will take place. [A copy of the school's Policy for Dealing with Unacceptable Behaviour on School premises is attached for your consideration.]

Until the review has taken place, arrangements have been made for your [son][daughter][children] to be collected and returned to you at the school gate by a member of the school's staff.]

If you have any concerns about the school which have led to your unacceptable conduct, you should raise these with the school in accordance with the school's Complaints Policy, a copy of which is attached for your consideration.

Yours [faithfully][sincerely]

[INSERT NAME] Headteacher

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LETTER 3A - TEMPLATE LETTER TO PARENT - CONFIRMING BAN ON ENTERING SCHOOL PREMISES (AFTER INTERIM BAN)

[On School's Headed Notepaper]

BY RECORDED DELIVERY [INSERT NAME]

[INSERT ADDRESS]

[INSERT POSTCODE]

[INSERT DATE]

Dear [Mr][Mrs] [INSERT SURNAME] On [INSERT DATE], the Headteacher wrote to you informing you that [he][she] had withdrawn permission for you to enter and be on the premises of [INSERT NAME OF SCHOOL] following a report of your unacceptable conduct on [INSERT DATE]. [This followed an earlier incidence of unacceptable conduct on [INSERT DATE], following which the Headteacher wrote to you warning you that the school's formal procedure for withdrawing your permission to enter or be on the school's premises would be instigated if your unacceptable behaviour was repeated.]5

To enable me to determine whether to confirm the decision for a longer period, you were given the opportunity of providing your written comments in relation to the incident by [INSERT DATE].

[Insert Either:

As at the date of this letter, I have not received any written comments from you, and I have therefore reviewed the Head teacher's decision on consideration of the documentation I have been provided with by the school only.

Or:

I received your written comments on [INSERT DATE], the contents of which I have carefully considered, together with documentation I have been provided with by the school.

I have determined that the decision to withdraw permission for you to come onto the school's premises should be confirmed.

I am therefore instructing that you are not to enter or be on the school's premises without the prior knowledge and permission of the Headteacher which will only be given for a good reason (for example, a parents' evening or a pre-arranged meeting).

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If you do not comply with this instruction, the school will arrange for a police officer to remove you from the premises, and you may be prosecuted under Section 547 of the Education Act 1996. If convicted, you are liable to a fine of up to £500.00 and a criminal conviction will be recorded against you.

5 This text should be included where the parent or visitor received Letter 1 (warning letter) following an earlier incident.

Notwithstanding this decision, the Headteacher, other members of staff and the Governing Body remain committed to the education of your [son][daughter][children], who must continue to attend school as normal under the arrangements set out in the letter dated [INSERT DATE].

I will take steps to review the continuance of this decision again on [INSERT DATE]. In deciding whether it is necessary to extend the withdrawal of permission to enter or be on the school's premises, I will take into account the extent of your compliance with my instruction, any appropriate and sincere expressions of regret and any assurances of future good conduct received from yourself, together with evidence of your co-operation with the school in other respects.

If you wish to provide additional written comments for me to consider when I carry out my further review, please send them to the school to arrive at least five working days before the date of my further review, i.e. by [INSERT DATE]. Any such additional comments should be restricted to your conduct since the decision was last confirmed or any new consequences of the decision, and should not repeat comments provided previously of which I am already in possession.

Yours [faithfully][sincerely]

[INSERT NAME]

CHAIR OF GOVERNORS

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LETTER 4A - TEMPLATE LETTER TO PARENT - CONFIRMING BAN ON ENTERING SCHOOL PREMISES (FOLLOWING FURTHER REVIEW)

[On School's Headed Notepaper]
BY RECORDED DELIVERY
[INSERT NAME]
[INSERT ADDRESS]
[INSERT DATE]

Dear [Mr][Mrs] [INSERT SURNAME]

I wrote to you on [INSERT DATE] confirming the decision to withdraw permission for you to enter and be on the premises of [INSERT NAME OF SCHOOL].

In that letter, I advised you that I would take steps to review the decision again on [INSERT DATE] and invited you to provide me with any additional written comments that you have by [INSERT DATE].

Insert Either:

As at the date of this letter, I have not received any additional written comments from you, and I have therefore reviewed the decision on consideration of the documentation already in my possession, together with further documentation received from the school confirming your compliance with my instruction, only.

Or:

I received additional written comments from you on [INSERT DATE], the contents of which I have carefully considered, together with the documentation already in my possession and further documentation received from the school confirming your compliance with my instruction.

I have determined that it is not yet appropriate for me to revoke the decision to withdraw your permission to enter and be on the school's premises. This is because [INSERT REASONS].

I therefore confirm my instruction that you are not to enter or be on the school's premises without the prior knowledge and permission of the Headteacher which will only be given for a good reason (for example, a parents' evening or a pre-arranged meeting).

If you do not comply with this instruction, the school will arrange for a police officer to remove you from the premises and you may be prosecuted under Section 547 of the Education Act 1996. If convicted under this section, you are liable to a fine of up to £500.00 and a criminal conviction will be recorded against you.

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Notwithstanding this decision, the Headteacher, other members of staff and the Governing Body remain committed to the education of your [son][daughter][children], who must continue to attend school as normal under the arrangements set out in the letter dated [INSERT DATE].

I will take steps to review the continuance of this decision again on [INSERT DATE]. In deciding whether it is necessary to extend the withdrawal of permission to come onto the school's premises, I will take into account the extent of your compliance with my instruction, any appropriate and sincere expressions of regret and any assurances of future good conduct received from yourself, together with evidence of your co-operation with the school in other respects.

If you wish to provide additional written comments for me to consider when I carry out my further review, please send them to the school to arrive at least five working days before the date of my further review, i.e. by [INSERT DATE]. Any such additional comments should be restricted to your conduct since the decision was last confirmed or any new consequences of the decision, and should not repeat comments provided previously of which I am already in possession.

Yours [faithfully][sincerely]

[INSERT NAME]

CHAIR OF GOVERNORS

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LETTER 5 - TEMPLATE LETTER TO MEMBER OF PUBLIC - IMPOSING BAN ON ENTERING SCHOOL PREMISES

[On School's Headed Notepaper]

BY RECORDED DELIVERY [INSERT NAME]

[INSERT ADDRESS]

[INSERT POSTCODE]

[INSERT DATE]

Dear [Mr][Mrs] [INSERT SURNAME]

I have received a report about your unacceptable conduct on [INSERT DATE] at approximately [INSERT TIME] when it is alleged that you entered the premises of [INSERT NAME OF SCHOOL] and [INSERT SUMMARY OF INCIDENT, INCLUDING EFFECT UPON STAFF, STUDENTS, PARENTS OR OTHER VISITORS].

You have no lawful authority to enter or be on the school's premises, and I must inform you that the school will not tolerate conduct of this nature on its premises and will act to defend its staff, students and their parents, and other members of the school community. I am therefore instructing you that you are not to enter or be on the school's premises in the future.

If you do not comply with this instruction, I shall arrange for a police officer to remove you from the school's premises and you may be prosecuted under Section 547 of the Education Act 1996. If convicted under this section, you are liable to a fine of up to £500.00 and a criminal conviction will be recorded against you.

Yours [faithfully][sincerely]

[INSERT NAME] Headteacher

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