



Cardiff West Community High School

Managing Unacceptable Behaviour of Parents, Carers and Visitors Policy 2026-28

Created by: V. Evans

Approved by: A. Batten

Date: June 2026

Review: June 2028



Introduction

The staff and governors of Cardiff West Community High School promote strong community links and believe that outcomes are best for our children when the relationship between home and school is a positive one. The overwhelming majority of parents and carers visiting our school work with us. However, on occasion staff can be subject to verbal and physical abuse, at times witnessed by our children. All members of staff have the right to work without fear of abuse.

We will act to ensure that the Cardiff West Community High School remains a safe place for children, staff and all other members of our community and this includes responding to negative behaviour from parents, carers and other visitors to our school.

This policy outlines the behaviour we consider to be unacceptable and the procedures we will follow in the event of negative behaviour.

The Health and Safety Executive (HSE) defines work-related violence as:

any situation where a person is abused, threatened or assaulted in circumstances relating to their work.

Such circumstances include any work-related activity, whether on school premises or off site. Behaviours considered unacceptable at our school

The following list gives examples of behaviour that will not be tolerated in our school:

- Raising your voice at members of staff, either in person or on the telephone
- Aggressive or threatening phone calls
- Aggressive or threatening emails/class chat messages
- Abusive, libellous comments about staff on social media
- Physical intimidation. For example, standing very close to him/her
- Aggressive hand gestures, including pointing/shaking finger or fist towards another person
 - Swearing
- Making threats
- Recording staff (audio and/or visual)
- Physical contact including pushing, slapping, etc.
- Spitting
- Discriminatory, offensive language
- Breaching school security/safeguarding procedures.

Procedures for parents/carers who have a complaint

Staff and governors of Cardiff West Community High School will always seek to resolve parental concerns promptly through respectful discussion between parents/carers and the relevant member of staff.

Record keeping

Any incidents of abusive, threatening behaviour will be logged and kept on file by the Headteacher (see Appendix A).

If a parent/carer behaves inappropriately on school premises or via contact with staff (e.g. Arbor or the telephone) they will receive a letter from the Headteacher notifying him/her of the incident log and the potential next steps should another incident occur (see Appendix B).

Responses to unacceptable behaviour from parents, carers and visitors

If a parent/carer/visitor behaves in an unacceptable way towards a member of staff, or other member of our school community, the Headteacher and/or members of the Senior Leadership Team will seek to resolve the situation

through discussion and mediation. If this mediation does not resolve the concern or the behaviour is deemed serious (see list on page 2) the following steps may be taken:

Formal meeting

The parent/carer/visitor may be invited to a meeting including the Headteacher and/or Senior Leadership Team. The meeting will clarify what the school consider to be acceptable behaviour and begin a restorative process. This process may involve formulating a plan to manage any future situations of potential conflict. For example, the plan may include measures such as the parent not approaching the class teacher without a member of the senior leadership team being present or a putting a behaviour contract in place.

Withdrawing permission to enter the school site/buildings

The adult behaving inappropriately will be asked to leave the premises if their behaviour is threatening, aggressive and/or is being witnessed/heard by children.

Ban from the premises

If a parent, carer or visitor is banned from the premises because of inappropriate behaviour they will be notified in writing. The letter will state the reason and duration of the ban and will be issued by the Headteacher.

The ban will take immediate effect. The ban can last for up to 6 months or to be decided specifically by the Head Teacher and the period will be outlined in the letter.

Police assistance

If a parent, carer or visitor is asked to leave the premises and refuses the police will be called. The police will be called if an adult's behaviour is aggressive or violent on school premises. This may result in an anti-social behaviour order being issued by the police. The Headteacher may also notify our local community police officers even if there is no immediate threat.

Legal proceedings

If the abuse of a member of staff is deemed serious the chair of governors may may pursue legal proceedings. Individual staff members may take advice from their union representative and own legal support. Legal proceedings could result in restraining orders and/or prosecution (prosecution under Section 547 of the Education Act and Protection from Harassment Act 1997). If convicted under that section, you will be liable for a fine and have a criminal conviction recorded against you. Cyberbullying/harassment via social media could also result in legal proceedings under Malicious Communications Act 1988, Section 127 of the Communications Act 2003.

These steps may not necessarily be used in this order. The response will be that which is most appropriate considering the behaviour.

Appendix A – Incident report form

Date & time of incident	
Name of person recording incident	
Name(s) of person(s) causing incident (where names are unknown, please provide other information such as child's name if possible). Include if they are a parent, carer or visitor (or other).	
Full description of incident (including names of all involved including location(s), nature of abuse injuries, etc).	
Witnesses to the incident	
Is there any evidence of provocation?	
Has the individual been abusive to Cardiff West Community High School staff, pupils or visitors on more than one occasion?	

Appendix B – Initial letter to parent/carer

Dear

At Cardiff West Community High School all members of staff have the right to work without fear of abuse. We expect parents, carers and visitors to behave in a reasonable way towards our school staff. I have enclosed a copy of our Managing Unacceptable Behaviour of Parents, Carers or Visitors Policy which states unacceptable behaviours in our school:

- Raising your voice at members of staff, either in person or on the telephone
- Aggressive or threatening phone calls
- Aggressive or threatening emails
- Abusive, libellous comments about staff on social media
- Physical intimidation. For example, standing very close to him/her
- Aggressive hand gestures, including pointing/shaking finger or fist towards
- another person
- Swearing
- Making threats
- Recording staff (audio and/or visual)
- Physical contact including pushing, slapping, etc.
- Spitting
- Discriminatory, offensive language
- Breaching school security/safeguarding procedures

I am writing to advise you that I have received a report about your conduct on school premises (enter date & time).

Enter factual summary of incident.

I must inform you that our Governing Body will not tolerate conduct of this nature on our premises and will act to protect its children and staff. Therefore, I am writing to advise you that an incident log has been completed and will be kept on record. Should further incidents of this type be reported to me further action may be necessary. This may include a ban from site, a ban from meeting with or contacting site, a referral to the police, legal proceedings (under Section 547 of the Education Act and Protection from Harassment Act 1997).

Yours sincerely

Headteacher

To be sent by Headteacher

Dear I have received a report about your conduct

on at (add summary of incident and its effect on staff and pupils).

I must make it clear that the school will not tolerate abusive, threatening, or aggressive behaviour towards staff or pupils under any circumstances. Such conduct is in direct breach of the school's Unacceptable Behaviour Policy.

In order to safeguard staff and maintain a safe environment, I am withdrawing your permission to enter the school premises with immediate effect. Should you fail to comply with this instruction, the school will take further action, which may include requesting police assistance. Please note that causing a nuisance or disturbance on school premises may constitute an offence under Section 547 of the Education Act 1996, which carries the risk of prosecution, a fine, and a criminal conviction.

During this period, you may continue to drop off and collect your child; however, you must not go beyond the school gate or attempt to access the site.

This restriction will remain in place for [insert number] school days and will be reviewed thereafter.

Should you wish to communicate with the school, this must be done in writing via email or by pre-arranged appointment.

Yours sincerely

Headteacher