



Capel-le-Ferne Primary School	
Abusive Parents Carers and Visitors Policy	
Date agreed by Governors	11.03.2026
Date of next review	March 2028
Further information about policy	This policy will be reviewed every 2 years or if there is a change to relevant guidance or legislation. The appendix letter templates are provided by KCC.
"Learning today for life tomorrow" Our Values: Independence, Creativity, Confidence, Respect	
This school policy should be read in conjunction with the Code of Conduct for Parents, Carers and Visitors that is published on the school website.	



The Governing Body at Capel-le-Ferne Primary School believes that working with everyone concerned with a child's welfare can only bring benefit. However, there are occasions when negative views are expressed in the form of aggressive or violent language or behaviour. This is unacceptable because all staff members are entitled to work without fear of abuse or violence.

Parents and Visitors are expected to: -

- Demonstrate a good example for the children in how they speak and behave;
- Work with staff so that together they can resolve any concerns; and
- Ensure that they correct their children when their behaviour is unacceptable and could create an intimidating or unsafe situation for others.
- Respect the environment of the school so that it remains clean and tidy.

Unacceptable behaviour includes:

- Disruptive behaviour which interferes or threatens to interfere with any of the schools normal operation or activities anywhere on the school premises.
- Any inappropriate behaviour on the school premises.
- Using loud or offensive language or displaying temper.
- Threatening in any way, a member of staff, visitor, fellow parent/carer or child.
- Damaging or destroying school property.
- Sending abusive or threatening emails or text/voicemail/phone messages or other written communications (including social media) to anyone within the school community.
- Defamatory, offensive or derogatory comments regarding the school or any of the pupils/parents/staff/governors at the school on Facebook or other sites
- The use of physical, verbal or written aggression towards another adult or child. This includes physical punishment of your own child on school premises.
- Approaching someone else's child in order to discuss or chastise them because of the actions of this child towards their own child. (Such an approach to a child may be seen to be an assault on that child and may have legal consequences).



- Smoking, taking illegal drugs or the consumption of alcohol on school premises. (Alcohol may only be consumed during authorised events).
- Dogs being brought on to the school premises, (other than guide dogs).

This list is not exhaustive.

Unacceptable behaviour may result in the Police being informed of the incident. Access to the school is decided by the Headteacher. Parents and carers will normally be granted access to certain areas of the school; however, they do not have any right of access. Anyone deemed to have behaved in an unacceptable way may be banned from the school premises.

Visitors and parents/carers are also obliged to act in a manner consistent with the school's Safeguarding and Child Protection Policy, which may include a sign-in process, visitor identification, and supervision while on school grounds. All visitors will be notified of these requirements by the computer script on entry and/or office staff.

Guidance on actions and procedures:

1. If someone is becoming aggressive or abusive, try and draw them away from an area where there are children present and seek immediate help from another member of staff;
2. The member of staff should report what has happened to a member of the Senior Leadership Team (SLT) and record the event on the Incident form which should then be given to the Headteacher;
3. A member of the SLT should try and resolve the situation through discussion and mediation;
4. If this does not resolve the matter and the unacceptable behaviour continues, the person should be asked to leave the premises. If they fail to do so, the Police should be called; this may lead to prosecution;
5. The Headteacher may then decide to ban the person for a period of time making the decision in connection with the Chair of the Governing Body;
6. They will be informed in writing of the ban and the reasons for it, the review date, and the action that will be taken if they breach the ban. The letter will detail the arrangements that have been made for the parent/carer to receive appropriate information about their child's education (correspondence templates below); and
7. The Chair of the Governing Body will be informed and in support of any ban. Incident report form Relevant incidents include trespass, nuisance or disturbance on school premises, verbal abuse, sexual or racial abuse, threats, aggression, physical violence and intentional damage to property. Where possible, the form should be completed before any discussion between witnesses is possible, as this might lead to allegations of collusion. 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:

Relevant incidents include trespass, nuisance or disturbance on school premises, verbal abuse, sexual or racial abuse, threats, aggression, physical violence and intentional damage to property. Where possible, the form should be completed before any discussion between witnesses is possible, as this might lead to allegations of collusion.

Capel-le-Ferne

Capel Street, Capel-le-Ferne, Folkestone, Kent,
CT18 7HB, Phone: 01303 251353



Primary School

Headteacher – Mr A Richards
Email: office@capel-le-ferne.kent.sch.uk

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.



Appendix A

1. Date of incident.....
2. Time of incident.....
3. Name of member of staff reporting incident
4. Details of the person assaulted or abused
5. Name and details of person causing incident
6. Description of incident plus names of persons involved, location, nature of any injuries, attendance of emergency services, etc.
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.....(please continue on attached paper if needed)
7. Witness or witnesses (if any); name and address
8. Outcome.....
9. Have there been any previous incidents with the same person? If Police were involved,
10. Name of police officer
11. Incident number.....
12. Name of person completing form.....

Signature

Date

Please return to the Headteacher as soon as possible



Appendix B (Letter, from the governing body to parent/carer with child/ren at the school)

Dear

Re: Trespass on School Premises

I am writing following an incident on _____, when you entered the premises of _____ . Whilst on the premises, it is alleged that you were very offensive and abusive, using threatening behaviour.

I write to inform you that the Governing Body/Local Authority finds this type of behaviour upon its premises totally unacceptable. I am minded to ban you from the premises of and will do so unless, **within 48 hours**, you provide me with sufficient reason/re-assurance that suggests this action is not necessary.

If a decision to ban you from the site **is** taken, you will be unable to enter the above premises again without written permission from the Headteacher or from the Chairman of the Governing Body. If you do enter the school premises again (deemed to include all buildings, playgrounds and playing fields belonging to the School), without the permission referred to above, the following action may be taken against you.

You will be asked to leave the school premises and if you fail to do so, the Police will be contacted and asked to remove you. The Police may then prosecute you for your refusal to leave. The police have powers to take this action by virtue of Section 32 of the County of Kent Act 1981 or Section 547 of the Education Act 1996.

I hope that there will be no need for any of the above steps to be taken.

Yours sincerely

Chair of Governors



Appendix C: (Letter, from the governing body, following formal review of a Minded to Ban letter: to parent/carer with child/ren at the school)

Dear

Re: Trespass on School Premises

Further to my letter of, I write to inform you that I have decided to ban you from the premises of

You may not enter the premises ofagain without written permission from the Headteacher or from the Chair of the Governing Body. If you wish to contact any member of staff with regard to any matter relating to your child, you may only do so by telephone or by letter.

If you do enter the school premises again, without the permission referred to above, the following action may be taken against you.

You will be asked to leave the school premises and if you fail to do so, the Police will be contacted and asked to remove you. The Police may then prosecute you for your refusal to leave. The police have powers to take this action by virtue of Section 32 of the County of Kent Act 1981 or Section 547 of the Education Act 1996.

I hope that there will be no need for any of these steps to be taken in the future. However, if you do enter the school premises again without permission and, for the purposes of this letter the school premises is deemed to include all buildings, playgrounds and playing fields belonging to School, address the Headteacher will not hesitate in taking any measures he deems to be appropriate without further reference to yourself.

Yours sincerely

Chair of Governors



Appendix C (Letter, from the governing body, following formal review of a banning letter, extending ban: to parent/carer with child/ren at the school)

Dear

I wrote to you on **(insert date)** withdrawing permission for you to come onto the premises of Capel-le-Ferne Primary School until **(insert date)**. In that letter I also advised you that I would take steps to review this decision by **(insert date)**.

I have now completed the review. However, after consultation with the Headteacher, I have determined that it is not yet appropriate for me to withdraw my decision. **(Give a brief summary of reasons)**

I therefore advise that the instruction that you are not to come onto the premises of Capel-le-Ferne Primary School without the prior knowledge and approval of the Headteacher remains in place until **(insert date)**.

I shall undertake a further review of this decision on **(insert date)**.

(Insert if the letter is from the governing board) If you are dissatisfied with this decision, you have a right to request a review of the decision by the governing board.

Yours sincerely,

Chair, Governing Body at Capel-le-Ferne Primary School



Appendix D (Letter, from the governing body, following formal review of a banning letter, ending ban: to parent/carer with child/ren at the school)

Dear,

I wrote to you on **(insert date)** informing you that I had withdrawn permission for you to come onto the premises of Capel-le-Ferne Primary School until **(insert date)**. In that letter I also advised you that I would take steps to review this decision by **(insert date)**.

I have now completed the review. After consultation with the Headteacher, I have decided that it is now appropriate to change that decision and I am therefore restoring to you the permission to come onto the school premises, with immediate effect.

I trust that you can now be relied upon to act in full co-operation with the school and that there will be no further difficulties of the kind which made it necessary for me to prevent you entering the premises.

I should point out that if there is any repetition of your behaviour, I shall not hesitate to withdraw permission for you to come onto the premises once more.

Yours sincerely,

Chair, Governing Body at Capel-le-Ferne Primary School