



Parent and Visitor Conduct Policy

CEO Approval: March 2026

Review Date: March 2027

Introduction

The Trust Board and the Local Governing Boards of Prime7 Multi Academy Trust are dedicated to ensuring that all pupils achieve their potential and will work in partnership with parents/carers and the community to achieve this aim. It believes that pupils benefit when the relationship between home and school is a positive one. The vast majority of parents/carers and other visitors are keen to work with us and are supportive of our Trust and our schools.

We also have a duty of care for both staff and pupils to ensure their safety and wellbeing. We will not tolerate behaviour that is unacceptable or has a detrimental effect on the good order and safety of our schools. This policy outlines the behaviours that are unacceptable and what sanctions are available to deal with such behaviour.

At all times the common purpose remains clear: to achieve zero tolerance of violence, threatening behaviour or abuse in school and to ensure all members of our school communities, and all visitors to our schools, can be confident that they are operating within a safe environment.

This policy does not affect the right of parents/carers or other parties to make complaints to the Trust and this policy should be read in conjunction with the Trust Complaints Policy.

Types of behaviour that are considered serious and unacceptable and will not be tolerated:

- Shouting at members of staff
- Physically intimidating a member of staff, e.g. standing very close to her/him
- The use of aggressive hand gestures
- Threatening violence or acting violently, including damage to property or injury to individuals
- Shaking or holding a fist or finger towards another person
- Swearing
- Pushing
- Hitting, e.g. slapping, punching and kicking
- Spitting
- Racist, sexist or other discriminatory comments or conduct
- Breaching a school's security procedures
- Aggressive and threatening phone calls or emails
- Aggressive or threatening behaviour towards staff or their families via social media
- Frequent, unwarranted and/or unnecessary correspondence which hinders the proper running of the Trust or our schools
- Making deliberately false, malicious or vexatious accusations
- Consumption of alcohol or use of illegal drugs on a school site, or accessing a school site whilst intoxicated
- Incitement of others to do any of the above

This is not an exhaustive list but seeks to provide illustrations of such behaviour.

This policy covers any of the above conducts which are committed:

- in school buildings or on school sites
- by telephone to a school

- by email to a school
- on social media referring to the Trust or a school

Procedure to be followed

The Trust has a range of strategies to employ with any person who engages in unacceptable conduct. Whilst these sanctions are set out in this policy by way of a sequential process, they can be initiated at any stage if, in the reasonable judgement of the CEO, the severity of the behaviour warrants such a level of intervention.

Where the behaviour is so extreme that it threatens the immediate safety and welfare of staff or others, the matter will be referred immediately to the police for appropriate action.

Verbal warning

A person who displays any of the behaviours described above will be asked to desist.

Mediation meeting

Where appropriate, the person may be asked to meet with the Headteacher or a senior member of staff to discuss the matter in person.

Formal written warning(s)

Formal written warning(s) may be sent to the person by letter to their home address or by email. Any letters sent will be circulated to relevant internal parties to ensure that an informed and consistent approach can be adopted. Any letters sent will be kept on the pupil's school file for a period of twelve months.

Legal sanctions

Legal sanctions will be used in extreme circumstances e.g. if a person continues to exhibit conduct in breach of this policy or has committed a serious breach of this policy.

a. Restricted communication with the Trust or a school

Communication with the Trust or a school can be restricted e.g. requesting contact in a particular form (for example, letters only), requiring contact to take place with a named person only or restricting telephone calls to specified days and times. Any person in breach of the restrictions may have their right to access to Trust school sites removed.

b. Ban from, or restricted access to, Trust school sites

A person's common licence to access a school site can be removed or restricted for a specified period. In such circumstances, parents/carers may need to make alternative arrangements for bringing children into school. Any entry onto the site in contravention of such a ban and where a nuisance is

caused would be a criminal offence under section 547 of the Education Act 1996. Any person in breach of the ban will be removed from the premises by the police or an authorised member of staff.

c. Injunction under the Protection from Harassment Act

The Trust may seek a legal injunction requiring the person to desist from behaving in the manner in question.

Parent Communication with School

To ensure effective communication, we encourage parents to use the following channels:

- Contact the school office during school hours for any immediate concerns.
- Send an email to the teacher via the school's official email system.
- Arrange meetings or discussions through the proper channels at school.

We value our partnership with parents and understand the importance of working together to support our students. By adhering to these guidelines, we can maintain a professional and respectful environment for everyone involved.