



St. John Paul II Multi Academy

Code of Conduct For Parents and Visitors

Date of last review	April 2022	Review period	2 years
Date of next review	October 2027	Owner	CEO/ Catholic Life Committee
Type of policy	Non-statutory	Board approval	November 2025

Summary of Changes	Date
Review period changed from 3 to 2 years under DfE recommendations. Grammatical and formatting changes to the document. Links to relevant legislation added.	29/9/25
Para 1 – rewording for clarity Para 3.2 – Board of Directors added as the “appropriate authority” Para 3.3 – additional examples of unacceptable behaviour/ conduct added for clarity Para 4 – Statement regarding legal action added. Policy Name change – from Conduct of parents and visitors on school premises to: Code of conduct for parents and visitors Updated incident report form to aid clarity at Appendix A Appendices B&C added – model template letters	13/11/25



1. Introduction

The St John Paul II Multi-Academy is an open and inclusive Catholic community that welcomes close working partnerships with all in the community. The Academy provides a safe, happy and stimulating Catholic environment for all its learners. In all schools in our Academy, there is an expectation for all pupils, staff and visitors to demonstrate mutual respect, rooted in gospel values. Therefore, the Academy will act and respond to any conduct or behaviour it believes adversely affects the safe and caring learning environment of our schools.

2. Expectations

- All members of our school communities have a right to expect that their school is a safe place in which to work and learn.
- Violence, threatening behaviour, harassment and abuse against school staff or other members of the school community will not be tolerated the aim being to achieve zero tolerance of such behaviour within all settings in the school.
- Where such behaviour does occur, action will be taken to deal with the person or persons concerned.

All Academy staff will:

- Welcome visitors to any school site and treat them with respect.
- Ensure that visitors to any school site are supervised, where necessary.
- Check the identity of contractors, workers and other visitors to the school sites, as necessary.
- Act in accordance with the Academy's Safeguarding Policy (see the individual school's website).
- Do all that they can to ensure that all school sites in our Academy are safe and welcoming learning and working environments.

All visitors to our Academy, and when interacting with our pupils and staff, are expected to behave calmly, politely and respectfully. This means that visitors must:

- Treat our school population, environment and property with respect.
- Follow our school rules, protocols and any instructions given by school staff.
- Report anything that puts anyone on our site at risk to a member of our staff.
- Accept that they are responsible for their child's behaviour and safety, whilst the child is in their care, even when they are on our school premises.

3. How the Academy will define behaviour that is unacceptable.

This guidance was drawn up using the following information:

3.1 [Advice on controlling access to school premises DfE November 2018](#)

3.2 [Section 547 of the Education Act 1996:](#)

Section 547 of the Education Act 1996 makes it a criminal offence for a person who is on school premises without lawful authority to cause or permit a nuisance or disturbance. Therefore, trespassing on the premises does not constitute the offence in itself. In the context of an abusive parent, this means that a parent would probably need to have been barred from the premises, or to have accessed the premises in a way that exceeds their 'implied licence' (see DfE document), before a section 547 offence could be committed. The parent would then also have to cause or permit a nuisance or disturbance to commit a section 547 offence. If there are reasonable grounds for suspecting that someone has committed an offence under section 547 then the offender can be removed from the school. The removal may be effected by a police officer or a person authorised by the Board of

Directors.

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

- Shouting at members of the school staff, parents or children either in person or over the telephone.
- Physically intimidating a member of staff, parent or child e.g. standing very close to her/him the use of aggressive hand gestures.
- Threatening behaviour (including verbal or written communication).
- Harassment of members of staff, in person, on the phone, via email/writing and/or through social media.
- Making unfounded allegations against the school and/or members of staff, in person, on the phone, via email/writing.
- Sending communication to third parties and/or via social media containing unfounded allegations about the school/members of staff.
- Shaking or holding a fist towards another person.
- Swearing.
- Using abusive/ offensive language.
- Pushing, hitting, slapping, punching kicking, spitting.
- Racist, sexist, homophobic or transgender comments.
- Breaching the school's security procedures.

Unreasonable or vexatious complaints will be dealt with under the Academy's Vexatious Complaints Policy.

This is not an exhaustive list but seeks to provide illustrations of such behaviour. Unacceptable behaviour may result in the Local Governing Board and the police being informed of the incident.

4. Action to be taken if an incident occurs

At any stage, the school may report serious incidents of abusive and threatening behaviour to the specific school's Local Governing Board, Local Authority, Police and the Multi-Academy Board of Directors (through the CEO or COO), as deemed necessary. In addition, the St John Paul II MAC reserves the right to take legal action in relation to breaches of this policy.

The school also has a statutory responsibility to record any racist or discriminatory incidents to the Local Governing Board under Section 175 of the Education Act.

- If an incident involving threatening behaviour or abuse does occur, then an incident report form will be completed by the member of the school community against whom the abuse was directed. In the case of this being a pupil a member of staff may complete the form on their behalf. (Incident Report Form attached).
- The Principal will speak to the person or persons perpetrating such an incident privately. It will be put to them that such behaviour is unacceptable, and an assurance will be sought that such an incident will not be repeated. It will be stressed on this occasion that repetition of such an incident will result in more serious action being taken. (*Step 1 - Verbal warning*).
- If a second incident occurs involving the same person or persons, the Principal will write to the adult(s) informing them once again that this conduct is unacceptable. (*Step 2 – written warning*).



- If a third incident occurs involving the same person or persons, the Chair of Local Governing Board will write to the adult(s) giving a final warning that this abusive and threatening behaviour is unacceptable, and that a repetition of this conduct will leave the governors no option but to take further action. (*Step 3 – Final written warning*).
- If such an incident recurs, or if an initial incident is considered serious enough by the Principal, the Chair of the Local Governing Board would be involved to enforce any action deemed necessary. This may result in a person or persons being excluded from school premises. (*Step 4 – Local Governing Board Ban Letter*). **Any incidents of violent conduct would immediately proceed to Step 4.**
- If, following a decision to ban a person from the school premises, that person nevertheless persists in entering school premises and is displaying unreasonable behaviour, such a person may be removed from the school premises as a trespasser under Section 547 of the Education Act 1996 and charged with an offence under the Public Order Act 1986. (*Step 5 – Involvement of the police.*)

All parents, regardless of them being excluded from school premises, have a right to seek an appointment to speak to school staff about their child's educational progress.



Appendix A
ABUSIVE OR THREATENING BEHAVIOUR - INCIDENT REPORT FORM

1. People involved

Person impacted	Name:	Role:
Perpetrator	Name:	Details:
Reported by	Name:	Role:
Witnesses (if any)	Names:	Role:
Police (if applicable)	Names:	Role/No. Contact

2. Details of incident

Time/Date
Location
Has abuser been involved in any previous incidents?

3. Outcome

Include reference to step in policy.

Signed _____ **Date** _____

Return to the Principal as soon as possible.



Appendix B

2/ DRAFT WARNING LETTER – FROM HEAD TEACHER *On School Headed Paper*

Date
Name
Address

Dear [*insert name of parent*]

I am writing to you in connection with your conduct on the school premises on (enter date and time), when it is alleged that you (*Add carefully worded summary of the incident. Avoid emotive language*)

I must make it clear to you that the above behaviour is unacceptable and cannot be tolerated by the school. We take this matter extremely seriously due to the considerable distress such behaviour causes to the recipients and those who witness it. In addition, the School has a legal duty to ensure that its pupils, staff and visitors are treated with respect and that they are not subjected to harassment, verbal abuse and/or physical intimidation.

We therefore ask that all visitors to the school (including parents) comply with the standards of behaviour detailed in the School's Code of Conduct for Parents and Visitors.

Everyone atSchool wants the very best for your child/*ren* and believes that good communication with parents is essential. Therefore I do hope that we can rely on your co-operation in this matter and that there will not be a repetition of the above behaviour, so that the School does not need to consider taking further action.

If your future conduct gives cause for concern, further action **could include a ban from the school premises**. Failure to comply with a ban from the premises can lead to prosecution under section 547 of the Education Act 1996 as it is a criminal offence for a person who is on school premises without lawful authority to cause a nuisance or disturbance.

If you wish to make any representations about this letter you should write to the Chair of the Governing Board c/o the school address. Parents are entitled to raise any other concerns either with their child's class teacher, with me by making an appointment or formally by following the Complaints procedure, available on the School's website.

Yours sincerely

Executive Principal/Principal

cc Chair of the Governing Body



Appendix C

DRAFT TEMPORARY BANNING LETTER *On School Headed Paper*

Date

Name

Address

Dear *[insert name of parent]*

I am writing to you in connection with the incident on the school premises on (enter date and time), as I understand that you *[Add carefully worded summary of the incident. Avoid emotive language]*.

Behaviour of this kind is unacceptable and causes considerable distress to pupils, staff and visitors involved or who witness it, *[if applicable: which is why I am disappointed that this further incident has made it necessary for me to write to you again]*.

The School has a duty to ensure that people who use its premises are treated with respect and that they are not subjected to verbal or physical abuse. Therefore, because of the seriousness of the alleged incident *[and the other incidents mentioned]*, the School has no choice but to ban you from its premises while this incident is investigated.

This ban takes effect straightaway. Initially the ban will be for a temporary period to *[insert date usually 3 weeks]*. During this temporary period, you have the opportunity to provide me with your written comments or observations about the incident, for example you may wish to:

- challenge or explain the facts of the incident;
- express regret; and
- give assurances about your future appropriate conduct.

To enable me to decide as soon as possible whether the ban should remain in place, please send me your written comments by *[insert date ten working days from the date of letter]*. Please note that, after that date, whether I have received your account of the incident or not, I shall conclude my investigation and decide whether it is appropriate for the ban to remain in place.

Whilst the ban is in place you must not come into or onto any part of the school grounds / buildings without my permission; any contact with the school should be via telephone or in writing and, if you wish to see me or a class teacher, you will have to request an appointment and I will then decide whether and where that meeting can take place. Arrangements have been made for your child(ren) to be dropped off and collected from *(the agreed point)*.

If you fail to comply with the ban I will be required to arrange for you to be removed from the premises. If you come onto the premises in breach of the ban and cause a nuisance or disturbance, you may be prosecuted under section 547 of the Education Act 1996; if convicted under this section, it may lead to payment of a fine and a criminal record.

If, after I have received your comments, I decide that the ban should continue, you will be supplied with details of how to ask the Governing Board to review my decision.

Yours sincerely

Chair of Governors