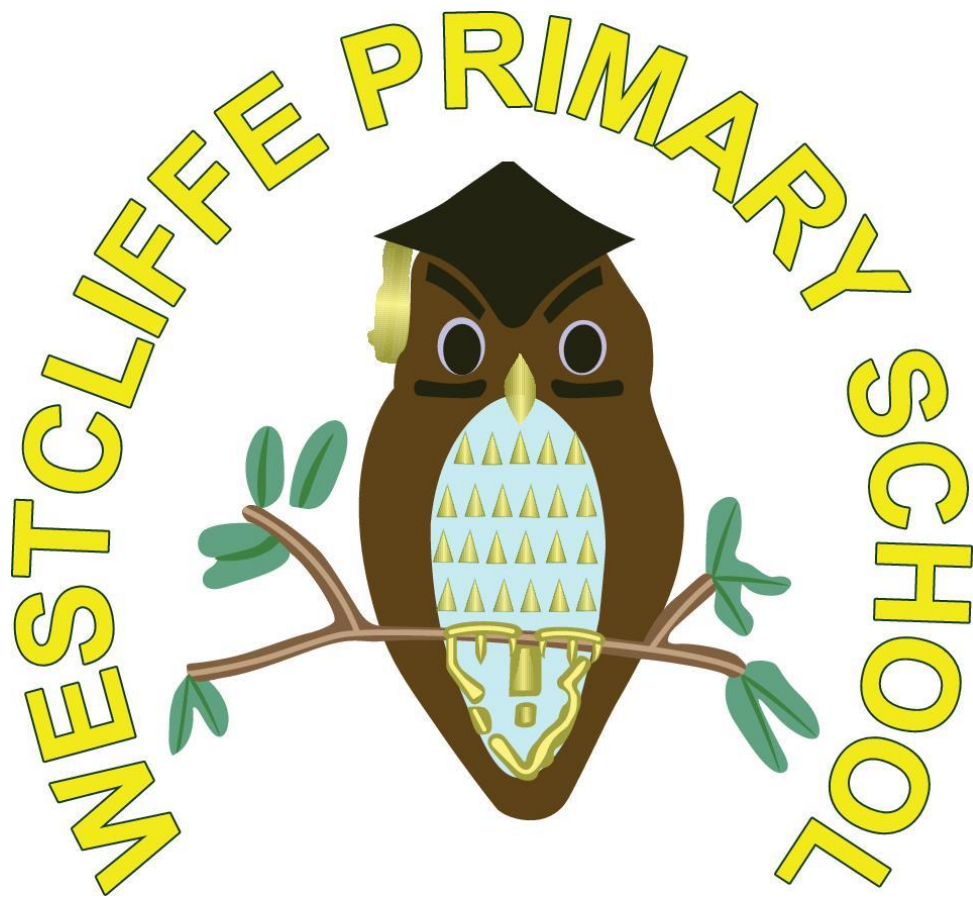


PARENTAL-VISITOR SITE ACCESS POLICY



Approved by:	Full Governing Body	Date: 23 rd October 2025
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Last reviewed on:	
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Next review due by:	Autumn term 2028
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Parental-Visitor Site Access Policy

The relationship between schools/academies and families is important in supporting pupils to succeed, in terms of their social and emotional well-being and meeting or exceeding their expected outcomes in terms of academic achievement.

As part of the important relationship, schools/academies normally welcome parents/carers on site and encourage open communications between the school/academy and the family.

As a general rule, schools/academies are orderly, safe places, where relationships between staff and visitors, especially parents/carers, demonstrate mutual respect and recognition of shared responsibility for pupils'/students' welfare and educational progress. Parental involvement is an important factor in educational success and in dealing with emerging problems at an early stage.

However, on occasion, the behaviour of a few parents/carers/visitors can cause severe disruption or worse, resulting in abusive or aggressive behaviour towards staff, pupils/students, or other members of the school/academy community.

Occasionally the terms of the relationship need to be amended due to inappropriate behaviours, and this policy sets out the triggers and actions for a change to the usual status quo.

Access to the School Site

Schools/Academies are private property. People do not have an automatic right to enter. Parents/carers have an 'implied license' to come onto the school/academy premises at certain times, for instance:

- for appointments
- to attend a school/academy event
- to drop off or pick up younger children

(from DfE guidance [Controlling access to school premises – GOV.UK](https://www.gov.uk/guidance/controlling-access-to-school-premises))

Under section 576 of the Education Act 1976, "parent" includes a child's natural parents, anyone with Parental Responsibility for the child or anyone who is caring for a child.

The public has no automatic right of entry onto school premises.

The Governing Body of the School/Academy is committed to reducing the risks of its staff from acts of violence and aggression by:

- demonstrating to staff that the potential for violence at work is recognised
- issuing clear procedures/guidelines, which include preventative and protective measures
- providing adequate training to staff who may be subject to violence or abuse to develop their ability to anticipate violent incidents and deal with them
- providing appropriate equipment where applicable
- clarifying violent incident reporting and monitoring procedures
- encouraging proper reporting of incidents and near misses and ensuring that school/academy staff do not avoid reporting violent incidents in the belief that an assault may suggest a failure on the part of the member of staff concerned
- supporting staff who have been subject to violent, threatening or abusive behaviour and offering counselling where appropriate
- allocating adequate resources to support this policy

- reviewing this policy, procedures and guidelines regularly

Removal of Implied License

Under certain circumstances, schools/academies may need to withdraw that license.

The governing body recognises that staff can be intimidated or threatened by a variety of circumstances, not simply physical assault, which includes behaviours such as:

- making excessive or abusive demands on school/academy time by frequent, lengthy and complicated contact with staff either in person, in writing, by email and by telephone
- use of threats to intimidate
- abusive, offensive or discriminatory language – swearing/ sexual, racial or other harassment/ bullying/ intimidation/ shouting / insults/ innuendo/ unreasonable demands or blackmail/ other verbal or written abuse which causes personal offence or distress
- physical violence including kicking/ biting/ punching/ poking or pushing/ spitting/ scratching/ head butting/ tripping/ posturing/ gestures/ actions that restrict movement/ unwanted physical contact which results in no injury / use of weapons/ other aggressive behaviour
- damage to school/academy or personal property
- refusal to leave when asked
- disruption of the running of the school
- any actions that are considered to present a risk to staff or pupils or make them feel unsafe

In these circumstances the Headteacher/Principal may consider banning the parent (removing the licence) from the site.

The decision to ban a parent should not be taken lightly as there is the need to bear in mind that the school/academy is likely to have to maintain some sort of working relationship with the parent/carer if the child remains at the school.

The Banning Process

The Headteacher/Principal will need to assemble the full facts before proceeding, making sure that all those involved in any incidents, or witnesses to those incidents, make a full written record as soon as possible. (*Incident Report Form **Appendix A***).

Process for Banning from the Site

1. The Headteacher/Principal will write to the parent/carer/visitor setting out what has happened and why it is unacceptable. Depending on the actions leading to the consideration of a ban, a letter to the parent/carer/visitor may be sent, warning them that a continuation of their actions would lead to a ban.
2. If the reason was severe enough, the Headteacher/Principal may send a letter informing the parent/carer/visitor they are implementing a provisional ban from the site (10 days), with immediate effect. This is to allow the parent/carer/visitor time to make representations as to why a ban is unreasonable and a longer ban should not be implemented. The parent/carer/visitor should be given the opportunity to make representations to the Headteacher/Principal before a long term ban is issued. The representation may be made in person or in writing (depending on the circumstances for the ban). After any representations have been made the Headteacher/Principal will write to either confirm that a ban would be put in place and the length of that ban or that they have decided to discontinue the ban. The letter confirming the ban should outline the

reasons for that and should also include a review date.

3. The letter should inform the parent/carer/visitor that they have the right of appeal to relevant committee of the governing body and include a timescale by which a request for an appeal should be received by that committee.
4. If the parent/carer/visitor wishes to appeal to the governing body the parent/carer/visitor should contact the Governance Professional to the governing body who will convene a meeting. The meeting should be held within **15 school** days of receipt of the appeal notice. The Governance Professional will write to parent/carer/visitor informing them of the time and date of the meeting. The panel may consider the parents/carers/visitors representation by inviting the parent/carer/visitor to attend the meeting or may make representation in writing (depending on the circumstances for the ban).
5. The committee will either uphold the ban and confirm the review date or they may overturn the decision to ban the parent/carer/visitor from the site if it is believed the Headteacher/Principal has acted unreasonably.
6. There is no further right to appeal via the school.
7. In certain circumstances the letter may be issued by the Chair of Governors or the Trust if the alleged incident related to actions against the Headteacher/Principal.
8. All ban's must be reviewed regularly and further communication sent to the banned person.

Communication Plan

If a parent/carer/visitor has been banned from site normal communications should be maintained, wherever possible. However, in certain circumstances, it may be necessary to limit the level of communications, and a plan should be provided so that parents/carers/visitors know who, when and how they can communicate with the school/academy, except in emergencies or for safeguarding purposes when immediate contact may be required. Schools/Academies cannot ban a parent/carer/visitor from communicating with the school entirely.

The communication plan should also be subject to a review at the same time as any review of a ban.

Things for the School/Academy to Consider:

Make sure all those involved in any incidents or witnesses to those incidents make a full written record as soon as possible - i.e. before memories fade. The Headteacher/Principal will need to assemble the full accurate facts before proceeding.

Governing body meeting - when considering evidence around the circumstances leading to a ban if the facts are disputed, the events must be proved "on the balance of probabilities" i.e. is it more likely than not that it happened?

Remember - the more serious the allegation, the stronger the evidence is likely to have to be to satisfy this test.

Incident Report Form

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 please, using a continuation sheet, if necessary. For any incident involving or witnessed by a pupil/student or parent/carer/visitor, a member of staff should complete the form on their behalf. The completed form should be passed to the Headteacher/Principal, for appropriate action and recording.

Date of incident	
Time of incident	
Name of person reporting incident	
Date incident reported	
Member of staff recording incident	
Date incident recorded (if different to date of incident)	
Name(s) of person(s) causing incident (where name(s) is/are unknown, provide other details of which may allow their identification)	
Status(es) (parents/carers/visitors/trespassers)	
Full description of incident (e.g. names of persons involved; location; nature of any injuries; attendance of emergency services)	

Names of any witnesses statuses	
Initial action/outcome (e.g. Informal conciliation; police intervention; warning or banning letter issued)	
Summary of subsequent actions taken by the school, including risk assessments	
Linked incidents (if any)	

Model letter 1 - Warning (sent by Headteacher/Principal) – to be adjusted as necessary

Recorded delivery

Dear (Name)

I have received a report about your conduct at the school/academy on (enter date and time or details).

This falls short of what we would expect of a parent/carer/visitor at (school/academy name).

(Add factual summary of the incident and of its effect on staff, pupils, and other parents.)

I must inform you that the governing body will not tolerate this behaviour towards members of the school/academy community and will act to protect its staff and pupils/students from any form of abuse or intimidation. Therefore if, in the future, I receive any reports of conduct of this nature I will be forced to consider removing your licence to enter the school grounds and buildings. If you do not comply with that instruction I will be able to arrange for you to be removed from the premises and prosecuted under Section 547 of the Education Act 1996. If convicted under this section, you are liable to a fine of up to £500.

Details of our Parental-Visitor Site Access policy can be found on our website.

Yours sincerely

Headteacher/Principal
cc: Chair of Governors

Model letter 2 - (Banning Letter, from the Headteacher/Principal: to parent/carer with child/ren at the school)

Recorded delivery

Dear (Name)

I have received a report about your conduct at **(school/academy name)** on **(enter date and time)**.

(Add factual summary of the incident and of its effect on staff, pupils/students, other parents/carers/visitors.)

I must inform you that the governing body will not tolerate conduct of this nature on its premises and will act to protect its staff and pupils/students. I am therefore instructing that until **(add date)** you are not to reappear on the premises of the school/academy. If you do not comply with this instruction I may arrange for you to be removed from the premises and prosecuted under Section 547 of the Education Act 1996. If convicted under this section, you are liable to a fine of up to £500.

In the case of a primary school/academy include:

For the duration of this decision, you may bring your son(s)/daughter(s) **(complete as appropriate)** to school /academy and collect them/him/her *(delete as appropriate)* at the end of the school/academy day, but you must not go beyond the school/academy gate.

In the case of infant children, also insert

Arrangements have been made for your *(delete as appropriate)* son(s)/daughter(s) (insert child/ren's names) to be collected, and returned to you, at the school/academy gate by a member of the school's/academy's staff.

The withdrawal of permission for you to enter the school/academy premises takes effect straightaway. However, I still need to decide whether it is appropriate to confirm this decision. Before I do so, I wish to give you an opportunity to give me in writing any comments or observations of your own in relation to the conduct outlined in this letter. These comments may include any expressions of regret on your part and any assurances you are prepared to give about your future good conduct. To enable me to take a decision on this matter at an early point, you are asked to send me any written comments you wish to make by **(state date 10 school days from the date of letter)**.

If on receipt of your comments I consider that my decision should be confirmed, or extended, you will be supplied with details of how to pursue a review of the circumstances of your case.

In any event, the decision to withdraw your licence to enter the school/academy premises will be reviewed. That review will take account of any representations that you may have made and of your subsequent conduct.

Yours sincerely,

Headteacher/Principal
cc Chair of Governors

Model Letter 3 - (Banning Letter, from the LA or governing body: to member of the public)

Recorded delivery

Dear (Name)

I have received a report from **(insert name)** at the school/academy about your conduct on **(enter date and time)**.

(Add factual summary of the incident and of its effect on staff, pupils, other parents.)

I must inform you that the governing body will not tolerate conduct of this nature on its premises and will act to protect its staff and pupils/students. I am therefore instructing that you are not to reappear on the premises of the school/academy. If you do not comply with this instruction I may arrange for you to be removed from the premises and prosecuted under Section 547 of the Education Act 1996. If convicted, you are liable to a fine of up to £500.

The withdrawal of permission for you to enter the school/academy premises takes effect straightaway. However, I still need to decide whether it is appropriate to confirm this decision. Before I do so, I wish to give you an opportunity to give me in writing any comments or observations of your own in relation to the conduct outlined in this letter. These comments may include any expressions of regret on your part and any assurances you are prepared to give about your future good conduct. To enable me to take a decision on this matter at an early point, you are asked to send me any written comments you wish to make by **(state date 10 school days from the date of letter)**.

If on receipt of your comments I consider that my decision should be confirmed, or extended, you will be supplied with details of how to pursue a review of the circumstances of your case.

In any event, the decision to withdraw your licence to enter the school/academy premises will be reviewed. That review will take account of any representations that you may have made and of your subsequent conduct.

Yours sincerely,

Headteacher/Principal
cc Chair of Governors

Model Letter 4 - Imposing conditions on the parent's/carer/visitor's attendance at school/academy events, pending review (sent by Headteacher/Principal) – to be adjusted as necessary

Recorded delivery

Dear *name),

I have received a report about your conduct at the school/academy on (enter date and time or details).

This falls short of what we would expect of a parent/carer/visitor at (school/academy name).

(Add factual summary of the incident and of its effect on staff, pupils, and other parents.)

(if applicable) You will recollect that I have already written to you about a previous incident on (date) warning you of the consequence of any further unacceptable / insulting or aggressive behaviour on your part.

I must inform you that the governors, in line with our policy, will not tolerate conduct of this nature on the school/academy premises and will act to defend school/academy staff and pupils/students. I am therefore writing to inform you that I am imposing conditions on the contact you may have with school/academy.

These are as follows **(delete as appropriate)**:

- you must be accompanied to any meeting with a member of school/academy staff
- you must drop off / pick up your child/ren at (time / location)
- you may not contact by telephone or in writing any member of staff
- you may contact either myself or (Deputy Headteacher)
- you may not attend any events for parents/carers except those where you will be accompanied by a member of the senior leadership of the school/academy
- other as are reasonable and proportionate

These conditions take effect straightaway. However, I still need to decide whether it is appropriate to confirm this decision. Before I do so, I wish to give you an opportunity to give me in writing any comments or observations of your own in relation to the conduct outlined in this letter. These comments may include any expressions of regret on your part and any assurances you are prepared to give about your future good conduct. To enable me to take a decision on this matter at an early point, you are asked to send me any written comments you wish to make by **(state date 10 school days from the date of letter)**.

If on receipt of your comments I consider that my decision should be confirmed, or extended, you will be supplied with details of how to pursue a review of the circumstances of your case.

In any event, the decision to implement these conditions will be reviewed. That review will take account of any representations that you may have made and of your subsequent conduct.

Yours sincerely

Headteacher/Principal
cc: Chair of Governors

Model Letter 5: Letter to confirm or overturn decision to impose conditions (sent by Headteacher/Principal) – to amend as necessary

Recorded delivery

Dear (Name),

I wrote to you on (date) to detail concerns about an incident when your behaviour towards (name) fell short of what we would expect on behalf of the children, staff and the school/academy community. *(delete as appropriate)* I have not received a written response from you / I have received a letter from you dated (date), the contents of which I have considered carefully.

1 - In the circumstances, and after further consideration of the facts and your letter, I have determined that the decision to impose conditions on your contact with school/academy should be confirmed.

The conditions are as follows:

(Copy conditions from HT's/Principal's letter)

This decision will be reviewed by the governing body on a ** basis. The Governance Professional will write to you in advance of the meeting to ask you to provide a written statement for their consideration.

When deciding whether it will be necessary to *(delete as appropriate)* extend the application of conditions to attend school/academy premises / withdrawal of permission for you to enter the school/academy premises, consideration will be given to the extent of your compliance with the decision, any appropriate expressions of regret and assurance of future good conduct received from you; and any evidence of your co-operation with the school in other respects.

If you want to appeal to the governing body about these/ *(delete as appropriate)* conditions / the withdrawal of permission for you to enter the school/academy premises, you must write to the Governance Professional to the governing body who will convene a meeting. The meeting should be held within **15 school** days of receipt of the appeal notice. The Governance Professional will write to you informing you of the time and date of the meeting. The panel may consider representation by inviting you to attend the meeting or may request representation in writing (depending on the circumstances for the ban).

OR

2 - In the circumstances, and after further consideration of the conduct and your letter, I have determined that the decision to impose *(delete as appropriate)* conditions / withdrawal of permission for you to enter the school/academy premises should be discontinued. You may hence attend school/academy events as normal. However, should there be a repeat of inappropriate behaviour towards staff / others all of the above sanctions may be applied.

Yours sincerely

Headteacher/Principal
cc Chair of Governors

Appendix G

Model Letter 6: If decision appealed - Letter from Governance Professional to parent/carer/visitor requesting statement for review by a committee of the governing body – to be amended as necessary

Email

Dear (Name)

Following your letter of appeal to the decision of the Headteacher/Principal to impose *(delete as appropriate)* conditions / withdrawal of permission for you to enter the school/academy premises.

(Choose 1 or 2)

- 1 I write to invite you to attend a meeting of a committee of the governing body to be held at **(venue) on (date) at (time)**. You are also able to provide a written statement to the panel meeting. Should you wish to provide a written statement please email this to me at (email address) by **(deadline date is 6 school days prior to the meeting to enable paperwork to go 5 school days prior to the meeting)**.
- 2 I write to invite you provide a written statement to the committee of the governing body meeting who will meet on **(date) at (time)** to consider your case.

You will be informed of the outcome in writing **within 5 school days** of the meeting.

Yours Sincerely

Governing Bodies Support Officer
cc: Headteacher/Principal
cc: Chair of Governors

Appendix H

Model Letter 7: Letter from Governance Professional to parent/carer/visitor requesting statement for review by the governing body – to be amended as necessary

Email

Dear (Name)

The Headteacher/Principal of (school name) wrote to you on (insert date) to detail concerns where your behaviour towards school/academy staff/students fell short of what would be expected as a school/academy. As a result of this incident, conditions/withdrawal of permission for you to enter the school/academy premises were imposed on you.

This decision will be reviewed by the governing body at their next meeting on (date). I am writing to ask whether you would like to make a written statement to the governors for their consideration in making the decision whether to remove the restriction or extend it. If you should wish to make a written statement, please can you e-mail it to me at (email address) by (date).

Yours sincerely

Governing Bodies Support Officer

cc: Headteacher/Principal

cc: Chair of Governors

Model Letter 7: Letter detailing outcome of the governing body review (sent by Governance Professional) – to be amended as necessary

Email

Dear (Name),

I wrote to you on (date) to request a statement to enable the governing body to review the school's decision to impose conditions / withdrawal of permission for you to enter the school/academy premises. *(delete as appropriate)* I have not received a written response from you/I have received a letter from you dated (date), the contents of which were considered carefully by the governing body at their meeting on (date).

Choose 1 or 2

1 - In the circumstances, and after further consideration of the Headteacher's/Principal's report and your letter (if applicable), the governing body has determined that the decision to impose conditions / withdrawal of permission for you to enter the school/academy premises should be extended until its next review on (date).

The conditions of your original letter will remain in place.

Upon the next review the governing body will consider the extent of your compliance with the decision, any appropriate expressions of regret and assurance of future good conduct received from you, and any evidence of your cooperation with the school in other respects.

OR

2 - In the circumstances, and after further consideration of the Headteacher's/Principal's report and your letter (if applicable), the governing body has determined that the conditions / withdrawal of permission for you to enter the school premises should be lifted.

All conditions have been removed.

However, should there be a repeat of inappropriate behaviour this decision may be revoked.

Yours sincerely

Governing Bodies Support Officer
cc: Headteacher/Principal
cc: Chair of Governors