

Brookfield Primary School

Parent, Carer or Visitor Acceptable Behaviour Policy



Headteacher:	Simon Shiel
Designated Safeguarding Lead (DSL):	Simon Shiel
Approved by the Governing Board:	9 th July 2026
Review Date:	July 2028

Commitment to Safeguarding

Brookfield Primary School is committed to safeguarding and promoting the welfare of children and expects all staff, governors, volunteers, parents, carers and visitors to share this commitment.

The safety and wellbeing of our pupils, staff and wider school community is our highest priority. We are committed to maintaining a safe, respectful and welcoming environment in which children can learn and adults can work free from abuse, intimidation or harassment.

1. Purpose

This policy sets out the circumstances in which Brookfield Primary School may temporarily or permanently ban a parent, carer or visitor from entering the school premises.

While the school actively encourages positive relationships with parents and carers and values collaborative working, there may be occasions where an individual's behaviour presents a risk to the safety, wellbeing or orderly running of the school. In such circumstances, it may be necessary to restrict or prohibit access to the school site.

2. Principles

Brookfield Primary School believes that:

- every member of the school community has the right to work and learn in a safe, secure and respectful environment;
- school leaders have a legal duty to safeguard children and protect staff from abusive, threatening or intimidating behaviour;
- children should not witness aggressive or inappropriate behaviour by adults whilst on school premises;
- abusive, aggressive, threatening or intimidating behaviour towards staff, pupils, governors, volunteers, parents or visitors will not be tolerated;
- all decisions to restrict access to the school site will be reasonable, proportionate and based upon the individual circumstances of each case.

3. Circumstances in Which a Ban May Be Imposed

The Headteacher reserves the right to impose a temporary or permanent ban on any parent, carer or visitor whose behaviour is considered unacceptable.

This may include, but is not limited to:

- physical violence or threats of violence;
- verbal abuse or aggressive behaviour;
- intimidating, discriminatory or harassing behaviour;
- abusive or offensive language;
- behaviour that causes fear or distress to members of the school community;
- repeated disruptive behaviour on school premises;
- malicious, abusive or threatening communications by email, letter, text message or other electronic means;
- abusive, defamatory or threatening comments made on social media relating to the school, its staff or members of the school community;
- any behaviour that compromises the safety, welfare or wellbeing of pupils or staff.

Each case will be considered individually, taking account of the seriousness of the incident, any previous concerns and the potential impact on the school community.

4. Decision to Impose a Ban

The decision to impose a temporary or permanent ban will normally be made by the Headteacher.

The length of any ban will be proportionate to the nature and seriousness of the incident and will take account of the school's safeguarding responsibilities.

Where appropriate, advice may be sought from the Local Authority, Human Resources or legal advisers before a decision is made.

5. Notification of a Ban

Where a decision has been made to ban an individual from the school premises, they will receive written confirmation setting out:

- the reasons for the decision;
- the date the ban will commence;
- the duration of the ban;
- arrangements for collecting or communicating about their child, where applicable;
- the process for making written representations;
- the consequences of breaching the ban, including the possibility of police involvement for trespass or breach of the peace where appropriate.

6. Review Process

Individuals subject to a ban may submit written representations to the Headteacher within the timescale specified in the notification letter.

The Headteacher will consider any representations and determine whether the ban should:

- remain in place;
- be amended; or
- be lifted.

The outcome of the review will be confirmed in writing.

The Headteacher may lift or amend a ban at any stage if satisfied that an appropriate resolution has been reached and the safety and wellbeing of the school community will not be compromised.

7. Appeal to the Chair of Governors

If the individual remains dissatisfied following the Headteacher's review, they may request that the Chair of Governors considers their representations.

Requests should be submitted in writing via the school office:

Email: admin@brookfield.camden.sch.uk

The Chair of Governors will review the information available and determine whether the decision should be upheld, amended or withdrawn.

A written response will normally be provided within 14 school days of receiving the representation.

The Chair of Governors' decision will be final.

8. Complaints

Any restriction placed upon access to the school site does not prevent an individual from pursuing a complaint through the school's Complaints Policy.

Complaints relating to school matters will continue to be managed in accordance with the school's published Complaints Policy and will be considered independently of any decision to restrict access to the premises.

9. Equality and Human Rights

Brookfield Primary School is committed to promoting equality, inclusion and fairness.

This policy will be applied consistently and fairly and will not unlawfully discriminate against any individual on the grounds of the protected characteristics set out in the Equality Act 2010, namely:

- age;
- disability;
- gender reassignment;
- marriage and civil partnership;
- pregnancy and maternity;
- race, including colour, nationality and ethnic or national origin;
- religion or belief;
- sex;
- sexual orientation.

All decisions made under this policy will be proportionate, reasonable and based solely upon the individual's behaviour and the need to safeguard the school community.

Monitoring and Review

This policy will be reviewed annually by the Headteacher and Governing Board or sooner if there are changes to legislation, statutory guidance or school procedures.