Aspire Educational Trust

Policy for

Adult Behaviour (Visitors to Site)

Reviewed by CEO and HR Manager: Autumn 2026

All AET policies are written to support our schools and communities. We do this by ensuring they are always in line with our Colleague Values:



Applying these values to everything we do means always acting with integrity, in the interests of others, being honest, open and transparent and putting the safety of our children first.

Rationale:
At The Aspire Educational Trust we believe staff, parents and children are entitled to a safe and protective environment in which to learn and work.

We strive to ensure that AET and its schools offer a warm and nurturing environment. All members of the school community and visitors should demonstrate mutual respect.

To feel safe and work together and use restorative approaches as the foundation of our practice.

Any behaviour that may lead to feelings of harassment, alarm or distress to members of our community, will not be tolerated and action taken.

Aims:
- To facilitate a whole school community ethos of respect
- To promote dignity in the work place for our staff
- To promote resilience through restorative approaches

Expectations:
- That all adults (staff, governors, parents, carers and volunteers) set a good example to children at all times; showing them how to get along with all members of the school and the wider community.

- That no one - staff, governors, parents, carers, volunteers or children be subjected to abusive behaviour or any form of threats from other adults on the school premises.

- That physical attacks and threatening behaviour, abusive or insulting language verbal or written (including on social media), to staff, governors, parents, carers, volunteers, children and other users of the school premises will not be tolerated and will result in withdrawal of permission to be on school premises.

Third-Party Harassment
The School is committed to providing a safe, respectful and inclusive working environment for all employees. Harassment, discrimination, intimidation, abuse or victimisation of staff by third parties will not be tolerated.
Third parties include, but are not limited to:

- Parents and carers
- Pupils and students
- Visitors
- Contractors and suppliers
- Governors and trustees
- External professionals and agencies
- Members of the public
- Individuals communicating with staff through telephone, email, social media or other electronic means

The School recognises its duty under the Equality Act 2010 and the Employment Rights Act 2025 to take all reasonable steps to prevent employees from being subjected to harassment by third parties in the course of their employment.

Harassment may relate to a protected characteristic, including age, disability, race, religion or belief, sex, sexual orientation, gender reassignment, or other unlawful discriminatory conduct. Harassment may occur face-to-face, in writing, by telephone, online, through social media, or by any other form of communication.

Reporting Concerns
All reports will be taken seriously and investigated promptly and fairly. Appropriate records will be maintained of incidents, investigations and actions taken.

Protection of Staff
The School will undertake regular assessments of situations where staff may be exposed to unacceptable behaviour and will implement reasonable preventative measures, including:

- Staff training on managing challenging behaviour and conflict.
- Clear expectations for parents, visitors and contractors.
- Risk assessments for meetings and events.
- Procedures for reporting, monitoring and recording incidents.
- Support for affected employees, including access to wellbeing and occupational health services where appropriate.

Access to Academy / school grounds
School premises are private property and therefore schools are free to decide who can access the grounds. Parents have been granted permission from the Academy / School to be on school premises. Under **section 576 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.

If **an** individual displays or engages in concerning, threatening or abusive behaviours towards staff, pupils or other parents, Academy / School may ban those individuals from entering Academy / School grounds or building(s).
It is an offence under section 547 of the Education Act 1996 for any person (including a parent) to cause a nuisance or disturbance on Academy / School premises.

Can there be criminal consequences to breaching a barring order?
Under **section 547 Education Act 1996**, it is a criminal offence for a person who is on school premises without lawful authority to cause or permit a nuisance or disturbance. AET staff have a right to make a report to the police and request their assistance under such circumstances.

The school is not responsible for organising arrangements for children in the above circumstances. The responsibility to make alternative arrangements for bringing children to school is that of the parent/ carer.

Guidelines:
Types of behaviour that are considered serious and unacceptable and will not be tolerated towards any member of the school community:

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

- Shouting, either in person or over the telephone;
- Speaking in an aggressive/threatening tone;
- Physically intimidating , e.g. standing very close;
- The use of aggressive hand gestures/exaggerated movements;
- Physical threats or threatening gestures;
- Shaking or holding a fist towards another person;
- Swearing and name calling;
- Pushing;
- Slapping, punching, hitting or kicking;
- Discriminatory or derogatory comments
- Racist, homophobic or other hateful behaviours;
- Sexist comments or sexual innuendo;
- Disrespecting religion or belief;
- Rudeness
- Insults or offensive communication
- Malicious or defamatory communications
- Harassment
- Intimidation
- Threats
- violence
- Inappropriate posting on Social Networking sites which could bring the Academy / School into disrepute or be deemed as bullying or a hate related comment

We ask all members of our school community to

- Treat one another with courtesy and respect
- Communicate calmly and constructively
- Work together to resolve concerns appropriately
- Support a positive learning environment for all

Inappropriate use of Social Networking Sites:
Social media websites are being used increasingly to fuel campaigns and complaints against schools, Headteachers / Principals, Academy / School staff, and in some cases, other parents/pupils.

The Governors and Trustees consider such use of social media in this way as unacceptable and we believe that this can never be in the best interest of the children or the broader Academy / School community.

Any concerns you may have must be made through the appropriate channels by speaking to the class teacher, Senior Leader, the Headteacher / Principal or the Chair of Governors, so they can be dealt with fairly, appropriately and effectively for all concerned. Please note, discussions about individual children can only be held with those who have **parental responsibility** and/or in line with **General Data Protection Regulation.**

In the event that any pupil or parent/carer of a child/ren being educated in our Academy / School is found to be posting libellous or defamatory comments on Facebook or other social network sites, they will be reported to the appropriate 'report abuse' section of the network site. The Academy / School will also request that the individual responsible removes the offensive content immediately.

In serious cases the Academy / School and Trust will also consider its legal options to deal with any such misuse of social networking and other sites. This extends to any other defamatory or libellous behaviours.

Cyber bullying is the use by one child or a parent to publicly humiliate any member of the Academy / School community via technology based systems. This will be dealt with as a serious incident of Academy / School bullying.

Unacceptable behaviour may result in the Police being informed.

The Academy / School reserves the right to take any necessary actions to ensure that members of the Academy / School community are not subjected to abuse.

Recordings during meetings
Under no circumstances should meetings with AET staff be recorded in any format. Staff are expected to make this clear at the start of each meeting and remind all attendees of this requirement.

Appendix 1

Procedure to address inappropriate behaviour by adults in our Academy / School Community

The Aspire Educational Trust operates a '**zero tolerance'** of the use of inappropriate behaviour anywhere on the AET/school site or via social media.
***Inappropriate behaviour means disrespectful conduct towards people or property within the Academy / School site or via social media.*

We expect:

- That adults set a good example to children at all times, showing them how to get along with all members of the Academy / School and the wider community
- That no members of staff, parents or children are the victims of abusive behaviour or threats from other adults on the Academy / School premises or via social media.

All staff and governors agree that any adult found to be using inappropriate behaviour towards other adults or children should be dealt with using the following steps:

An adult approaches a child	The adult will be spoken to immediately and the issue investigated by an Academy / School leader. This will be reported to the Headteacher and recorded. The adult will receive a warning letter.
A parent/ adult approaches another parent.	The parent should report this to a member of staff or an Academy / School leader. The offending parent/s will be spoken to as soon as possible after the incident and reminded that we have a zero tolerance of inappropriate behaviour. A letter will be given to the parent/s. This warns a parent that if it recurs they could be banned from the Academy / School site under section 547 of the Education Act 1996.
A parent/adult approaches a member of staff	This should be reported immediately to a member of the Senior Leadership Team. This will be investigated as soon as possible and the member of staff will be informed of the action taken. The parent/adult will be spoken to and given a warning letter. This warns a parent/s that if it recurs they could be banned from the Academy / School site under section 547 of the Education Act 1996.
Recurring inappropriate behaviour	If a parent/s (or other adult) continues to use inappropriate behaviour, they will be reminded or and referred to the Policy for Parental Behaviour. This indicates how anti-social behaviour, when not

	corrected, can lead to interventions with the Headteacher and Governors. This can then lead to a ban from the Academy / School site under section 547 of the Education Act 1996. Academy / School may also consult with the Police and Local Authority at any time for further advice and support.

School Response

Where unacceptable behaviour is identified, the School may take one or more of the following actions:

- Issue a verbal or written warning.
- Require communication to take place only through designated school representatives.
- Restrict attendance at school premises.
- Require meetings to be conducted virtually or with additional staff present.
- Terminate arrangements with contractors, suppliers or service providers where appropriate.
- Withdraw permission to enter school premises.
- Report matters to the police where behaviour may constitute a criminal offence.
- Pursue legal remedies, including injunctions or trespass proceedings where necessary.