



LIONHEART
EDUCATIONAL
TRUST

Unacceptable Conduct Response Policy

December 2025 – December 2027



Definitions

In this policy, “parent” means a parent, carer or anyone with legal responsibility for a child. The principles of the policy also apply to any other family members of pupils or other visitors to our schools.

The term Headteacher is used as a collective reference to the individual with overall responsibility for leading a school. This includes those holding titles such as Associate Principal, Headteacher or Co-Headteacher. The term is used for consistency and reflects the range of leadership titles across our schools.

Policy Statement

The Lionheart Educational Trust is fully committed to working with parents, carers and community members in a constructive partnership for the benefit of children and young people in their care.

Sometimes, however, parents, carers or community members treat staff and others in a way that is unacceptable. This is a particular concern when such action is witnessed by pupils, who have the right to feel safe and to expect all adults on school premises to act as positive role models of good behaviour.

We will not accept unreasonable, persistent, harassing or abusive behaviour towards any members of our school communities.

This policy outlines the behaviours that are unacceptable and the Trust’s approach to managing those and what sanctions are available to deal with such behaviour.

This policy applies to all schools and sixth forms within the Trust and should be read in conjunction with our Complaints Policy. Where a complaint is repetitious, vexatious or pursued in an otherwise unreasonable manner, this will be dealt with in line with the procedure outlined in the complaints policy.

If a parent is acting in a voluntary capacity, for example as a local governor, they are still subject to the scope of this policy as a parent.

Purpose

The purpose of this policy is to protect pupils, staff and visitors from harm and ensure a safe and respectful environment.

Our expectations:

We expect anyone who wishes to engage with our schools to:

- treat all members of the school community with courtesy and respect and in an appropriate manner
- ensure that pupils, staff, parents and volunteers feel safe and free from intimidation at all times
- avoid the use of violence, or threats of violence, towards people or property



The Trust will not tolerate any form of physical or verbal aggression against members of the school community.

What do we mean by unreasonable, threatening or abusive behaviour?

Unreasonable, harassing or abusive behaviour includes behaviour which is:

- expressed harshly or in a sharp manner, particularly in front of pupils
- presented in a disrespectful, aggressive or threatening manner
- perceived as aggressive, intimidating, unreasonable, abusive or threatening
- pursued in a manner which causes undue distress to staff, pupils, other parents or others

The following examples are not exhaustive but serve as an illustration of such behaviour:

- shouting at staff (whether in person or over the telephone),
- arriving at school and demanding a meeting
- social media posts about members of staff, using intimidating, threatening or abusive language
- using offensive language (whether in person or over the telephone) at any member of staff
- indication of physical violence or unwanted physical contact
- refusing to follow school procedures
- or any other behaviour likely to cause alarm, distress or fear of violence.

The school's response

In the event of unacceptable behaviour, the Headteacher or any appropriate member of the Trust's Senior Leadership team will determine an appropriate course of action and incidents will be formally recorded. Responses to such incidents may include one or more of the following actions:

Verbal warning

Where a parent displays any of the behaviours described above the school will inform the person informally that their behaviour is now considered by the school to be unreasonable or unacceptable and request a changed approach.

Written warning

The school may inform the person in writing that the school considers their behaviour to fall under the terms of this policy and demand a change in behaviour



Formal Restrictions

The school may issue a communication plan. This will restrict the manner in which the parent can communicate with the school and/or Trust. This may include:

- Requiring any future meetings with a member of staff to be conducted with a second-person present or online and in the interests of all parties, notes of these meetings may be taken.
- Except in emergencies, the school will respond only to written communication
- Limiting contact with one member of staff or a specific email address or third party chosen by the school, e.g. Lionheart Educational Trust or a Solicitor.
- With the exception of urgent communication regarding their child, the school will respond to their correspondence only at specified intervals.

Banning parents from the school site

Access to the school premises can be removed or restricted with immediate effect for a specified time. In extreme circumstances the Headteacher may decide to impose a ban from the school site, and this will be considered in cases of persistent unreasonable behaviour, aggression or physical violence and based on whether the parent's behaviour is a risk to pupils or staff.

The parent will be informed in writing that they are temporarily banned from the school premises, subject to review and will be given the opportunity to make a written representation. Where an assault has led to the ban, a statement that the matter has been reported to the police will also be included.

Where appropriate, arrangements for pupils being delivered to and collected from the school gate will be clarified and, in such circumstances, parents may need to make alternative arrangements for bringing their child into school.

Reviewing the decision to ban

An Executive Principal or any appropriate member of the Trust's Senior Leadership team will review the temporary ban within 10 school days of the date of the letter notifying the parent of the ban whether or not any written comments are received from them.

Any written representation from the parent will be considered alongside the school's reason for the ban to decide on one of these outcomes:

- The ban will be lifted: After review, it is determined that continuing the ban is not necessary.
- The ban will be lifted following reflection: The ban was appropriate at the time, but the parent has since had the opportunity to reflect and demonstrate a willingness to change their behaviour. The temporary ban has served its purpose and will be removed at the end of this process.
- The ban will remain in place: The review concludes that the ban should continue. The school will write to confirm this decision and set out the timescale for the next review (within 4–6 weeks). Subsequent reviews will take place termly or as agreed.

Removal from school site

Should a parent persistently cause a nuisance or disturbance or attend the grounds while a ban is in place, the school may call the police to remove the person, and they may be prosecuted under section 547 of the Education Act 1996.

If convicted under section 547 of the Education Act 1996 the parent may be liable to a fine of up to £500.00 and a criminal conviction will be recorded against them.



An injunction under the Protection from Harassment Act 1997

The Trust may seek an injunction requiring the parent to desist from behaving in the manner in question.

Communication and Record Keeping

A record will be kept of any correspondence, actions or decisions for a period in line with the Trust's data retention policy. Correspondence, statements and records relating to individual matters will be kept confidential except where:

- Access is requested by the Secretary of State
- Disclosure is required in the course of an inspection
- An individual has a legal right to access their own personal data within such documentation or
- Under other legal authority

Appeal Process

Right to Appeal

If a parent is dissatisfied after the review of a ban, they may request an appeal. The appeal process ensures fairness and transparency and follows the principles of the Trust's Complaints Policy.

Steps in the Appeal Process

- Request for Appeal: Parent submits a written request for appeal within 10 school days of receiving the review outcome.
- Handling the Appeal: The appeal will be managed in line with the Stage 4 complaints policy
- A panel of impartial governors, with no prior involvement in or knowledge of the ban will be convened within 15 school days of the written request for appeal being received.
- The panel will review all evidence including the original decision, the review outcome, and any new representations from the parent or school.
- The parent will be invited to attend the hearing and present their case. Where a ban is still in place the venue for the hearing may be at another site within the Trust estate.
- The school will also be invited to attend the hearing and present its case.
- The panel will deliberate on their decision in private, and the decision will be communicated in writing within 5 school days of the hearing.

Further Escalation

If a dispute arises about the application of this policy, the matter may be escalated through the Complaints Policy for further resolution.