Kenilworth Nursery School

&

Whitnash Nursery School

"Recognising and valuing the uniqueness of every child"

Expected Behaviour of Parents, Carers and Visitors on School Premises

Maintained nursery school federation | 2026–2027

Policy owner	**Headteacher: Rachel Barber**
Effective from	October 2026
Review date	October 2027, or sooner following an incident or significant change
Version	1.0 | Prepared October 2026

Introduction

At Kenilworth and Whitnash Nursery Schools we believe that positive relationships between home and school are essential in enabling children to thrive academically, socially and emotionally.

This policy supports our school's vision, values and aims by promoting a culture of mutual respect, safety and partnership. It reflects our commitment to:

- Ensuring all children and staff feel safe, valued, healthy and confident.
- Providing a welcoming, inclusive and respectful learning environment.
- Building effective and supportive relationships with parents, carers, governors and the wider community.
- Modelling the highest standards of behaviour and conduct for our pupils.

We greatly value the support and cooperation of our parents, carers and visitors. The vast majority engage positively with the school, and we are grateful for the important role they play in supporting children's learning and wellbeing.

This policy sets out the standards of behaviour expected of all adults when on school premises, engaging in school activities, communicating with school staff, or representing the school community.

Our Expectations

We expect all parents, carers and visitors to:

- Treat staff, pupils, parents and visitors with courtesy and respect.
- Communicate concerns calmly and appropriately.
- Follow school procedures for raising concerns or complaints.
- Respect decisions made to safeguard children and maintain the smooth running of the school.
- Support the school's values and behaviour expectations.
- Observe all health, safety and security arrangements when visiting the school.

We are committed to listening to concerns and resolving issues in a fair and professional manner. However, staff have the right to work in an environment free from intimidation, abuse, harassment or violence.

Unacceptable Behaviour

The following behaviours are considered unacceptable and will not be tolerated. This list is illustrative and not exhaustive:

Verbal Abuse and Intimidation

- Shouting at, or speaking aggressively towards, staff, pupils or visitors.
- Using insulting, abusive, offensive or threatening language.
- Making personal derogatory remarks about staff, pupils or families.
- Swearing or using discriminatory language.

- Making unfounded, malicious or defamatory allegations.

Physical Intimidation

- Invading another person's personal space in an intimidating manner.
- Aggressive gestures, including threatening body language or clenched fists.
- Unwanted physical contact with staff, pupils or visitors.
- Blocking access to buildings, rooms, entrances or exits.

Physical Violence

- Pushing, hitting, slapping, kicking or assaulting another person.
- Spitting at any member of the school community.
- Damaging school property or personal belongings.

Discriminatory Behaviour

Any conduct that is racist, sexist, homophobic, transphobic, disability-related or otherwise discriminatory, including comments, actions or gestures.

Online Conduct

Unacceptable behaviour also includes:

- Posting abusive, offensive or defamatory comments about staff, pupils, governors or the school on social media or other online platforms.
- Sharing confidential information obtained through the school.
- Encouraging others to harass members of the school community online.

Breaches of School Security

- Entering school premises without permission.
- Refusing to follow visitor procedures.
- Ignoring safeguarding or security requirements.

Where behaviour is considered threatening, abusive, violent or potentially criminal, the school reserves the right to involve the Police, Local Authority or other relevant agencies.

Responding to Unacceptable Behaviour

Where concerns arise regarding the conduct of a parent, carer or visitor, the school will take proportionate action to protect staff, pupils and visitors.

The school may:

Stage 1 - Informal Resolution

The Headteacher or a member of the Senior Leadership Team will:

- Discuss the concern with the individual involved.

- Seek to resolve matters through constructive dialogue.
- Clarify expectations of future conduct.
- Provide information regarding relevant school policies and procedures, including the Complaints Procedure where appropriate.

Stage 2 - Formal Warning

Where behaviour is serious or repeated, the individual may receive a formal written warning setting out:

- The nature of the concern.
- The expected standards of behaviour.
- The consequences of further incidents.

Stage 3 - Restriction of Access

Where behaviour continues, where a serious incident occurs, or where the conduct of a parent, carer or visitor causes a member of staff or pupil to feel threatened, the Executive Headteacher may restrict communication arrangements and/or access to school premises. *It is enough for a member of staff or a pupil to feel threatened.*

This may include:

- Requiring all communication to be in writing.
- Attending meetings only by prior arrangement.
- Restricting access to specific areas of the site.
- Being accompanied while on school premises.

Stage 4 - Exclusion from School Premises

In cases involving serious misconduct, threats, harassment or violence, the Executive Headteacher may ban an individual from entering school premises.

Prior to imposing a ban, legal advice may be sought where appropriate.

Procedure for Banning a Parent, Carer or Visitor

Where exclusion from the premises is deemed necessary:

1. The individual will normally be informed in writing of the school's intention to impose a ban or of an immediate temporary ban where circumstances require urgent action.
2. The letter will:
    - Explain the reasons for the decision.
    - Specify the duration and scope of the ban.
    - Outline arrangements for communication with the school.

    - Explain the consequences of breaching the ban.
3. The individual will be given an opportunity to present their views before a final decision is made, unless urgent safeguarding or safety concerns require immediate action.
4. The Chair of Governors will be informed of the decision.
5. The Governing Board or an appropriate panel of governors may review the decision within a reasonable timescale.
6. Following review, the ban may:
    - Be lifted;
    - Continue for a specified period; or
    - Be subject to specific conditions.
7. Arrangements for collecting or delivering children to school will be put in place as necessary to ensure pupils' education and welfare are not adversely affected.
8. Any breach of the ban may result in Police involvement and further legal action.

Complaints

The school encourages parents and carers to raise concerns through the appropriate channels so that issues can be resolved constructively.

Individuals dissatisfied with a school decision should follow the school's Complaints Procedure. Aggressive or abusive behaviour will not accelerate the handling of a complaint and may result in action under this policy.

Legal Context

School premises are private property. Parents and carers have an implied licence to enter school grounds for lawful purposes such as:

- Dropping off or collecting children.
- Attending meetings or school events.
- Accessing services arranged by the school.

The school may withdraw this permission where behaviour presents a risk to staff, pupils or visitors.

Under Section 547 of the Education Act 1996, it is a criminal offence for a person on school premises without lawful authority to cause or permit a nuisance or disturbance.

The definition of "parent" used within this policy follows the Education Act 1996 and includes any person with parental responsibility for a child or who has care of a child, including stepparents and other carers.

Monitoring and Review

The Executive Headteacher and Governing Board are responsible for implementing and reviewing this policy. The policy will be reviewed every two years, or sooner if there are changes to legislation, guidance or local procedures.

Conclusion

Children achieve their best when schools and families work together in a spirit of trust, mutual respect and shared responsibility.

We are committed to maintaining positive relationships with all members of our community and expect everyone visiting or engaging with the school to contribute to a safe, respectful and welcoming environment for all.

Related Documents

- School Complaints Procedure
- Behaviour Policy
- Safeguarding and Child Protection Policy
- Staff Code of Conduct
- Visitor Management Procedures

Relevant Guidance

- Department for Education: *Controlling Access to School Premises*
- Education Act 1996
- Health and Safety at Work etc. Act 1974