Policy for Managing Unacceptable, Violent and Abusive Behaviour

Manchester Vocational and Learning Academy



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| **Approved by:** | Linda Guest |  |
| **Last reviewed on:** | 1st September 2024 |
| **Next review due by:** | September 2026 |

**Introduction**

This school is committed to safeguarding and promoting the wellbeing of all students and expects our staff, volunteers and parents/carers of our students to share this commitment.

This policy reflects the school’s commitment to promote equality. We will work to ensure that groups with the protected characteristics of gender, race, disability, age, gender reassignment, religion and belief, pregnancy and maternity, marriage and civil partnership and sexual orientation are free from discrimination and harassment. Our school will work to address any barriers which could lead to unequal outcomes for identified groups.

The school encourages close links with parents/ carers and the community. We believe that students benefit when the relationship between home and school is a positive one. The vast majority of parents, carers and others visiting our school are keen to work with us and are supportive of the school. However, on the rare occasions when a negative attitude towards the school is expressed, this can result in aggression, verbal and or physical abuse towards members of school staff or the wider school community.

At Manchester Vocational and Learning Academy we expect and require members of staff to behave professionally in these difficult situations and attempt to defuse the situation where possible, seeking the involvement as appropriate of other colleagues. All staff are advised not to engage in work related conversations with parents/carers etc outside of the school boundary. Staff that do so risk breaching confidentiality guidelines and may also be putting themselves at unnecessary risk of abuse.

However, all members of staff have the right to work without fear of violence and abuse, and the right, in an extreme case, of appropriate self-defence.

We expect parents and other visitors to behave in a reasonable way towards members of school staff. This policy outlines the steps that will be taken where behaviour is unacceptable. Any incident will be treated seriously and a disruptive visitor may be banned from entering the school or even prosecuted.

Manchester Vocational and Learning Academy is committed to reducing the risks of its school staff being victims of 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 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 statement and procedures and guidelines regularly.

At all times the common purpose remains clear: to achieve zero tolerance of violence, threatening behaviour or abuse in school, and to ensure all members of the school community, and all visitors to the school, can be confident that they are operating within a safe environment.

**Types of behaviour that are considered serious and unacceptable and will not be tolerated include:**

* Shouting at members of the school staff, either in person or over the telephone
* Physically intimidating a member of staff, e.g. standing very close to them
* The use of aggressive hand gestures
* Threatening behaviour
* Shaking or holding a fist or finger towards another person
* Swearing
* Poking or pushing
* Hitting, e.g. slapping, punching and kicking
* Spitting
* Discriminatory behaviour of any kind
* Breaching the school’s security procedures
* Aggressive or threatening phone calls or emails.
* Aggressive or threatening behaviour towards staff or their families via social media
* Verbal or written abuse which cause offence or distress
* Insults

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

**Unacceptable behaviour may result in the local authority and the police being informed of the incident.**

**Procedure to be followed**

If a parent/carer behaves in an unacceptable way towards a member of the school community, the Headteacher or appropriate senior member of staff will seek to resolve the situation through discussion and mediation. If necessary, the school’s Complaints Policy should be followed. Where all procedures have been exhausted, and aggression or intimidation continue, or where there is an extreme act of violence, a parent or carer may be banned from the school premises for a period of time, subject to review.

**Parental Rights**

Every attempt will be made to maintain normal communications with parents/carers.

Even where a parent/carer has been banned from the school premises, they retain their right to an annual consultation in relation to the educational progress of their child/ren. However, the school may determine who will be present at the meeting (e.g. a senior member of staff might accompany the class teacher) and its location (e.g. it may well be arranged off site).

**Options for the Headteacher**

After evaluating all available information, and any other relevant factors, there are several actions the Headteacher may wish to take. These can include:

**Inviting the parent to a meeting to discuss events**

This could be helpful where a planned and structured meeting has either not been held before or has previously been productive. Skilled facilitators may need to be used. A full restorative meeting may be considered, but if it is not safe to bring all the parties together at a meeting, a restorative process can still take place through the exchange of information. The safety and well-being of those attending such a meeting must be carefully considered. It is strongly recommended that members of school staff should be accompanied by at least one other colleague at any such meeting. Consideration should be given to the seating arrangements, and care taken to ensure exits cannot be blocked by a parent who could potentially become aggressive. The main points of discussion and any agreed actions should be noted, and a follow-up letter sent to confirm the school’s expectations and any agreed actions. Some parents may covertly record meetings and then seek to use the information obtained to support their case, and therefore schools should state explicitly that information obtained without permission will not be permissible.

**Clarifying to the parent what is considered acceptable behaviour by the school**

In some instances, it may be appropriate simply to ensure the parent is clear about behaviour standards expected by the school. This could be explained at a meeting, or by letter, however any verbal explanation should be followed by a written confirmation of the discussion and the standards of behaviour outlined.

**Forming strategies to manage future situations of potential conflict**

It is sometimes possible to identify situations of potential conflict and to plan for these in a way that minimises potential risks. For example, where a parent persistently engages in arguments with staff in corridors at the beginning or end of the school day, the parent could be informed that any discussions with school staff must be held by prior appointment. Alternatively, the parent may be asked not to approach the class teacher, but should instead arrange to meet the Headteacher (or other member of the senior leadership team), who will deal with their concerns. In more serious cases a further option may be to advise the parent that in future their concerns should be dealt with by written communication. Any such arrangements should be confirmed in writing to the parent.

**Withdrawing permission for the parent to enter the school site and/or buildings**

Normally parents/carers (and those with parental responsibility) are granted “limited licence” to visit the grounds and buildings of a school. However, the school reserves the right to impose a ban from the school on any parent/carer or member of the public who has demonstrated aggressive or abusive behaviour towards any member of staff, pupil, visitor or volunteer at the school. In more serious cases of actual or threatened aggression/violence, or persistent abuse/intimidation, the Headteacher may need to consider whether it is safe for the parent to continue to come onto the school site or enter the buildings.

Cases of actual assault should be also reported to the LA by completing a Health and Safety Incident Report. In such cases, the police will also be informed.

In the case of a parent/carer, prior to a ban being imposed (except in urgent situations), the Headteacher/Chair of the Management Committee shall write to the individual indicating that a ban from the premises is being considered, stating the reasons for this and the date by which any written representations by the individual should be received by the school before the decision is made.

In urgent situations, the Headteacher may impose an immediate **temporary** ban in writing and provide the parent/carer the opportunity to make written representations prior to formalising any extension to the ban.

Where the decision to impose a ban is made, notification of the ban shall be in writing and shall clearly state:

* The reason for the ban being imposed
* The date of commencement of the ban
* A date by which any written representations by the individual should be received by the school
* A date for review of the ban and how this will be arranged (including any reparation that may be required by the school, e.g. a written apology)
* Provision to be made (if a parent or carer) for access to their child during the school day, e.g. should an emergency occur and the process to be followed should the parent/carer wish to contact the school or need to attend meetings at the school
* What action will be taken to remove the individual from the premises should the ban be breached

The banned individual will be invited to make written representations and to attend a review meeting (accompanied by a friend or relative if required) with the Headteacher and/or a panel arranged by the management committee which may include a police representative. This may take place away from the school site if appropriate. The panel will review the ban and consider whether to lift it, make it permanent or continue it for a specified period.

The Headteacher may remove the ban at any time prior to the review date if appropriate resolution has been achieved.

Any ban imposed will not prevent or affect the outcome of the school’s investigation into any complaints raised by the individual concerned. These will be handled in accordance with the school’s Complaints Policy.

**The length of a ban**

The ban should be finite in length, as only the most serious misconduct would justify an indefinite ban. The duration needs to be sufficient to convey a clear message about the seriousness of the associated misconduct, but not so long as to be disproportionate. The aim should always to be to restore “normal” relations as soon as is reasonably practicable.

Even if a ban is permanent, it should be reviewed periodically, taking account of subsequently demonstrated patterns of behaviour.

**What does a ban achieve?**

* It confirms to a parent that the school will not tolerate misbehaviour
* Shows the school takes health and safety of its staff, visitors and students seriously
* It provides a key element in making it easier to use legal remedies to prevent repeated misconduct, including use of S547 of the1996 Education Act to enable Police removal and possible prosecution of those on school premises without permission
* It may form the basis for an application for an injunction to curtail repeated instances of misbehaviour.

**Calling for police assistance**

In an emergency, police assistance should be sought. In cases where a ban is in place but is ignored and the person comes onto the school site, the police should be notified immediately. (Staff will need to be aware of the ban and have agreed procedures in place should the person come onto the school site).

In situations where there is no immediate threat to staff, students, other members of the school community or the school’s property, the Headteacher may still wish to make their local community police officer aware of the situation. The police could give consideration to warning the offender of formal action, which may include legal proceedings.

**Legal proceedings**

Where individuals persist in coming onto the school site even when permission to do so has been withdrawn, it is possible for legal proceedings to be pursued. The options include prosecution under section 547 of the Education Act 1996

**Appropriate behaviour contracts**

These are voluntary agreements made between people involved in anti-social behaviour, and the agency/school concerned. They are flexible in terms of content and format and can be an effective means of encouraging students and parents to take responsibility for unacceptable behaviour. The person named does not always agree with the contract, but it can be used as evidence at a later stage for an application for an anti-social behaviour order. Conditions can be put on the contract, e.g. not to enter school grounds.

**Criminal Behaviour Orders (Anti-social Behaviour, Crime and Policing Act 2014)**

A Criminal Behaviour Order (CBO) can be issued following a conviction for any criminal offense. A CBO can prohibit the offender from doing anything described in the order or require the offender to do anything described in the order or both.

For a CBO to be made the court must be satisfied, beyond reasonable doubt, that the offender has engaged in behaviour that caused, or was likely to cause, harassment, alarm or distress to any person and that the court considers making the order will help in preventing the offender from engaging in such behaviour.

**Restraining orders (Protection from Harassment Act 1997)**

Section 2 of the Protection from Harassment Act 1997 provides for criminal or civil prosecution, for cases where someone causes alarm or distress to another person on more than two occasions. Section four provides for criminal or civil prosecution where people have been put in fear of violence on at least two occasions. In each case the sanctions include both criminal penalties (fines, imprisonment or community sentences) and a restraining order. These orders are generally quicker and easier to obtain, but are part of a criminal conviction.

**Prosecution for criminal damage/assault**

Prosecutions for causing deliberate damage or injury may occasionally be the most appropriate course of action. If the police are called, the option to make criminal allegations is readily available, and they may arrest suspected offenders there and then. Official allegations should only be made if there is no intention of later withdrawing the complaint. Criminal proceedings can be initiated at a later date. All possible steps should be taken to prevent the loss of evidence. In particular, witnesses should be asked to make a record of exactly what they saw and heard at the earliest opportunity.

Whilst the emphasis will usually be on ensuring safety and security of persons and property, and therefore the injunction route is likely to be the most effective deterrent legal action, it does not necessarily guarantee against the behaviour of the more persistent offender.

**Record keeping**

A great deal of crime and other incidents often go unreported, sometimes because they are considered too trivial to report or, there is a view that no action will be taken when incidents do occur. Consequently, failure to report incidents and near misses gives a false picture of the real situation. As the employer, the proprietor has a duty to ensure a safe and secure workplace, but cannot help if she is unaware of problems.

The Headteachers and staff must ensure that all incidents are properly reported and acted upon so that recurrence can be prevented. It is important to record the circumstances that led to violence as this may help identify what events may have triggered the incident and what systems or procedures may need revision.

As soon as practicable after the incident, a written statement/Incident report form should be prepared by the member of staff concerned which includes the circumstances leading up to the incident. It needs to contain sufficient detail to help identify appropriate preventive measures, and to help assess whether those measures were successful. Suggested details include information on:

* Where the incident occurred, including physical environment; the time of day;
* Activity at the time of the incident
* Details of the perpetrator
* The relationship between the victim and the perpetrator
* An account of what happened
* The outcome
* If preventive measures have been introduced, did they help?

Any witness statements (where appropriate) and notes of any subsequent meetings held to discuss the events should also be retained. Notes should be signed and dated.

Any physical evidence should be bagged and labelled, and witnesses should be asked to make a record of exactly what they saw and heard at the earliest opportunity.

The Headteacher should inform the Management Committee in confidence of each incident. Where required the LA should also be informed. The school will need to retain proper evidence so that it can be used to support any action taken. Recording details of incidents will also help in reviewing the school’s policy and should inform future risk assessments.

**Support for employees**

If a member of staff is unfortunate enough to be one of the very small, minority subject to serious physical and/or verbal abuse there are a variety of sources of potential support available to them. In such circumstances the immediate and on-going support of colleagues will be invaluable.

**Appendix A**

**Dealing with abusive telephone calls**

Sometimes staff may have to deal with challenging, abusive, aggressive or threatening telephone calls. It is unacceptable for any member of staff to be subjected to such abuse but staff may not know how to handle such a telephone call. This guidance has been produced to assist staff if they are faced with such a situation.

To reduce the likelihood of callers becoming abusive, staff should conduct themselves in a courteous and professional manner and make every attempt to meet the needs of the caller. Staff should also have the confidence that it is acceptable to end an abusive telephone call.

Always

* Remain calm and polite
* Stay in control of the situation
* Actively listen – repeat information back to the caller to test understanding of the issue and gain their agreement
* Inform the caller they are trying to help them
* Be positive and say what you can do
* Be clear and avoid using jargon
* If necessary, apologise for an error and take action to put it right
* If you have to go and get some information, let the caller know why you are putting them on hold and do not leave them on hold for a long time. Update them as necessary
* Make notes of the conversation
* Follow the procedure below if appropriate
* Refer to the caller to the Headteacher, Deputy Headteacher etc.

Never

* Respond in the same manner as an abusive caller
* Take it personally
* Allow yourself to be bullied

**Example script for abusive telephone calls**

**When the caller starts to raise their voice/be abusive:**

Mr/Mrs/Ms...please don't raise your voice/swear at me, I am not raising my voice/being rude to you. If you continue to raise your voice/be rude to me then I will be forced to terminate the call.

**When the caller continues to raise their voice/be abusive:**

Mr/Mrs/Ms..... I understand you are upset/frustrated however I am not prepared to continue to be shouted/sworn at so you can either call back when you have calmed down or if you prefer you can put your views in writing.

**If, despite the two warnings above, the caller continues to raise their voice/be abusive:**

Mr/Mrs/Ms.... I advised you earlier during this call about raising your voice/swearing and you have continued to do this, so I am afraid I am going to have to terminate this call. **Hang up.**

**Further actions:**

Make a written note of the telephone call or use the incident report form and report the incident to the Headteacher.

**Appendix B**

**Abuse/bullying using cyber technology**

Staff in schools may become targets of cyber abuse/bullying and, like other forms of bullying, it can have a significant impact on their health, well-being, and self-confidence. Protecting staff from abuse is best done within a prevention framework, including whole school policies and appropriate practices.

Cyber abuse/bullying may consist of threats, harassment, embarrassment, humiliation, defamation or impersonation. It may take the form of general insults, or prejudice-based abuse, e.g. homophobic, sexist, racist or other forms of discrimination. It may involve email, virtual learning environments, chat rooms, websites, social networking sites, mobile and fixed-point phones, digital cameras, games, and virtual world sites.

Abuse using cyber technology can occur at any time and incidents can intrude into the victim’s private life. The audience for such messages can be very large and can be reached rapidly. The content of electronically forwarded messages is hard to control and the worry of content resurfacing can make it difficult for the victim to move on.

The Local Authority endorses the decision of any school to operate a zero-tolerance policy towards direct or indirect harassment or assault against any member of staff, volunteers, and members of the Management Committee. This includes the use of social media and other forms of electronic communications to facilitate the act.

**Cyberbullying and the law**

While there is not a specific criminal offence called cyberbullying, activities can be criminal offences under a range of different laws, including:

* The Protection from Harassment Act 1997
* The Malicious Communications Act 1988
* Section 127 of the Communications Act 2003
* Public Order Act 1986
* The Defamation Acts 1952 and 1996

It is the duty of every employer to ensure, so far as reasonably practicable, the health, safety and welfare at work of all employees. Incidents that are related to employment, even those taking place outside the hours or place of work may fall under the responsibility of the employer.

**Effectively tackling abuse using cyber technology**

School IT and behaviour policies and procedures explicitly refer to and outline how the school will deal with cyber abuse/ bullying of both staff and students. They include: rules on the use of equipment, software and network access provided by the school, the use of staff and pupil owned equipment and internet access routes etc

**Appendix C**

**Responding to Cyberbullying incidents**

Staff should never retaliate i.e. personally engage with cyberbullying incidents.

* Keep any records of abuse – texts, emails, voice mails, or instant messages. Take screen prints of messages or web pages. Record the time, date and address of the site.
* Inform the appropriate person e.g. Headteacher at the earliest opportunity.
* Where the perpetrator is known to be a current pupil or co-worker, this should be dealt with through the school’s own behaviour management / disciplinary procedures.
* Monitoring must be appropriate and proportionate - parents, employees and learners should be made aware in advance of any monitoring (for example, of email or internet use).
* The Headteacher or member of the leadership team should contact the police where it appears that a law has been broken – for example, where death threats, assault, or racially motivated criminal offences are involved. Where a potential criminal offence has been identified, the school should ensure that any internal investigation does not interfere with police inquiries. School staff are of course able to report incidents directly to the police.
* If a potential criminal offence has been committed and the school is not able to identify the perpetrator, the police may issue a Regulation of Investigatory Powers Act 2000 (RIPA) request to a service provider, enabling them to disclose the data about a message or the person sending it.

**Getting offensive content taken down**

Where online content is upsetting / inappropriate and the person(s) responsible for posting is known, the quickest way to get material taken down is likely to be to ensure that the person who posted it understands why the material is unacceptable and to request that they remove it.

If the person responsible has not been identified, or will not take the material down, the school will need to contact the host (i.e. the social networking site) to make a request to get the content taken down. The material posted may breach the service provider’s terms and conditions of use and can then be removed.

It is important to be clear about where the content is – for example by taking a screen capture of the material that includes the URL or web address. If you are requesting, they take down material that is not illegal, be clear how it contravenes the site’s terms and conditions.

In cases of actual/suspected illegal content, the school will contact the police.

**Appendix D**

**Incident report form**

Relevant incidents include trespass, nuisance or disturbance on school premises, verbal abuse, sexual or racial abuse, threats, aggression, physical violence and intentional damage to property.

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 or parent/carer/visitor, a member of staff should complete the form on their behalf.

Completes forms should be passed to the Headteacher, for appropriate action and recording.

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| **Date of incident** |  |
| **Time of incident** |  |
| **Name of person reporting incident** |  |
| **Date incident reported** |  |
| **Member of staff recording incident** |  |
| **Date incident recorded** |  |
| **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) |  |
| **Relationship of victim and person causing the incident** |  |
| **Full description of incident** (e.g. names of persons involved; location; nature of any injuries; attendance of emergency services) |  |
| **Witnesses to the incident:** |  |

 Signature:Date:**Appendix E** **Letter to be sent to violent and abusive visitors** At Manchester Vocational and Learning Academy, all members of staff have the right to work without fear of violence and abuse. We expect parents and other visitors to behave in a reasonable way towards members of school staff. Types of behaviour that are considered serious and unacceptable and will not be tolerated include:* Shouting at members of the school staff, either in person or over the telephone
* Physically intimidating a member of staff, e.g. standing very close to her/him
* The use of aggressive hand gestures
* Threatening behaviour
* Shaking or holding a fist or finger towards another person
* Swearing
* Poking or pushing
* Hitting, e.g. slapping, punching and kicking
* Spitting
* Racist or sexist comments
* Breaching the school’s security procedures
* Aggressive or threatening phone calls or emails.
* Aggressive or threatening behaviour towards staff or their families via social media
* Verbal or written abuse which cause offence or distress
* Insults

This is not an exhaustive list but seeks to provide illustrations of such behaviour. I am writing to advise you that I have received a report about your conduct at the school on (enter date and time). (Add factual summary of the incident and of its effect on staff, students, and other parents.) I must inform you that the Management Committee will not tolerate conduct of this nature on its premises and will act to protect its staff and students. Therefore, I am writing to advise you that an incident log has been completed and will be kept on record should further episodes of this type be reported and further action be necessary. Yours faithfully Mo Aktar and Linda GuestHeadteachers Cc Chair of the Management Committee |
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**Appendix F**

**Withdrawal of permission pending review**

**(sent by Chair of the Management Committee)**

Dear

I have received a report from the Headteacher of Manchester Vocational and Learning Academy about your conduct on ……………………………… at …………………………………… .

**(add summary of incident and its effect on staff and students)**

**(optional reference to first letter from Headteacher)**

I must inform you that the Management Committee, in line with our policy, will not tolerate conduct of this nature on the school premises and will act to defend school staff and students. I am therefore instructing you that until I have reviewed this incident, you are not to reappear on the school premises. If you do not comply with this instruction, I shall arrange for you to be removed from the premises. If you cause a nuisance or disturbance on the premises, you may be prosecuted under section 547 of the Education Act 1996; if convicted under this section, you are liable to a fine of £500.

For the duration of this decision, you are permitted to bring your child(ren) to school and collect them at the end of the school day, but you must not enter the school grounds.

Special arrangements can be made for you to meet with the Headteacher, if necessary, but this may only be with the written permission of the Management Committee.

The withdrawal of permission for you to enter the school premises takes effect immediately and will be in place for 15 school days in the first instance. 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 offer in writing any comments or observations of your own in relation to the report that I have received from the Headteacher. These comments may be to challenge or explain the facts of the incident, to express regret and give assurances about your future good conduct. To enable me to take a decision on this matter, please send me any written comments you wish to make by (**date 10 school days from date of letter).**

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

I am copying this letter to the Headteacher and Manchester City Council.

Yours sincerely

Chair of the Management Committee

**Appendix G**

**Withdrawal of permission confirmed**

**(sent by Chair of the Management Committee)**

Dear

On ………. I wrote to inform you that on the advice of the Headteacher I had withdrawn permission for you to come onto the premises of Manchester Vocational and Learning Academy. To enable me to determine whether to confirm this decision for a longer period, I gave you the opportunity to give your written comments on the incident concerned by ………. .

I have not received a written response from you/I have received a letter from you dated ………………………, the contents of which I have carefully considered.

In the circumstances, and after further consideration of the Headteacher’s report, I have determined that the decision to withdraw permission for you to come onto school premises should be confirmed. I am therefore instructing that, until further notice, you are not to come onto the premises of the school without the prior knowledge and approval of the Headteacher.

If you do not comply with this instruction I shall arrange for you to be removed from the premises of the school. If you cause a nuisance or disturbance on the premises, you may be prosecuted under Section 547 of the Education Act 1996; if convicted under this section, you are liable to a fine of up to £500.

Even though we have taken this decision, the Headteacher and staff at Manchester Vocational and Learning Academy remain committed to the education of your child(ren), who must continue to attend school as normal under the arrangements set out in my previous letter.

This decision will be reviewed again ....................***(*insert review date which should be within a reasonable period and no longer than six months).** When deciding whether it will be necessary to extend the withdrawal of permission to come onto the school 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 wish to pursue the matter further, you have a right to complain to a panel of individuals (appointed by the Management Committee) who have not been involved previously and who will consider the circumstances of the decision to withdraw permission for you to come on to the school site. You can make your complaint by writing to the school.

***(*Where the incident has arisen in the context of a parental complaint against the school, the following may be inserted*)*** Finally, I would advise you that I have asked the Headteacher to ensure that your complaint that………………….. is considered under the appropriate stage of the school’s Complaints Policy. The school will contact you about this in due course.

Yours sincerely

Chair of the Management Committee

**Appendix H**

**Restore permission after review by Chair of the Management Committee (sent by Chair of the Management Committee)**

Dear

On ………………………. I wrote to inform you that on the advice of the Headteacher I had temporarily withdrawn permission for you to come onto the premises of Manchester Vocational and Learning Academy. To enable me to determine whether to confirm this decision for a longer period, I gave you the opportunity to give your written comments on the incident concerned by ………………………….

I have not received a written response from you/I have received a letter from you dated ……………………, the contents of which I have carefully considered.

In the circumstances, and after consulting further with the Headteachers, I have decided that it is not necessary to confirm the decision and I am therefore restoring to you permission to come onto the school premises, with immediate effect.

**(Optional)** I must warn you, however, that if it should become necessary in the future I shall not hesitate to withdraw permission for you to come onto the school premises once again.

Yours sincerely

Chair of the Management Committee

**Appendix I**

**Continue ban after second review**

**(sent by the Chair of the Management Committee)**

Dear

I wrote to you on ……………………….. confirming that permission for you to come onto the premises of Manchester Vocational and Learning Academy had been withdrawn until further notice. I also advised you I would take steps to review this decision by ………………………………

I have now completed the review. However, after consultation with the Headteacher, I have determined that it is not yet appropriate for me to withdraw my decision. **(Add brief summary of reasons).**

I therefore advise that the instruction that you are not to come onto the premises of Manchester Vocational and Learning Academy without the prior knowledge and approval of the Headteacher remains in place until further notice. If you do not comply with this instruction I shall arrange for you to be removed from the premises and you may be prosecuted under section 547 of the Education Act 1996; if convicted under this section, you are liable to a fine of up to £500.

I shall undertake a further review of this decision by ………………**(insert review date which should be within a reasonable period and no longer than six months).**

In the meantime, you can write to me with a statement of your views, which I will consider.

Yours sincerely

Chair of the Management Committee

Example Poster to be displayed in school

We welcome visitors to our school.

We will act to ensure it remains a safe place for students, staff, and all other members of our community.

If you have concerns, we will always listen to them and seek to address them.

Please be aware, however, that abusive, threatening, or violent behaviour will not be tolerated in this school.

Visitors behaving in this way are likely to be removed from the premises and prosecuted.