



<b>ACET</b> <b>PARENT/CARER/VISITOR CODE OF CONDUCT POLICY</b>			
DOCUMENT CONTROL			
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1.0		New policy, replaces the previous 'Abuse to Staff Policy'	

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## INTRODUCTION

We value positive relationships with parents/carers, visitors and our wider communities. We encourage close links with parents and the community and believe that students/pupils benefit when the relationship between home and the academy is a positive one. We also strive to make our academies places where as adults we model for students/pupils the behaviour we teach and expect. In general, we place a high importance on good manners, positive communication, inclusivity and mutual respect.

This policy aims to set and maintain standards of conduct that we expect all parents/carers and visitors in our academies to follow. We aim to ensure that all ACET academies are environments where everyone is safe, happy and treated with respect.

## OUR EXPECTATION OF PARENTS/CARERS AND VISITORS

We set clear expectations and guidelines on behaviour for all members of our community. This includes staff (through our Staff Code of Conduct) and students/pupils (through our Behaviour and Rewards Policy).

We expect parents/carers and visitors to:

- Respect the ethos, vision and values of our academy and the wider ACET trust
- Set a good example to our students/pupils with their own conduct
- Treat all members of the academy community with respect and dignity
- Seek a peaceful solution to all issues
- Work together with staff in the best interests of our students/pupils
- Always act in line with the Equality, Diversity and Inclusion Policy
- Correct their own child's behaviour (or those in their care), particularly where it could lead to conflict, aggression or unsafe conduct
- Follow academy communication procedures to ensure staff are able to help resolve any issues or concerns

## DEFINITION OF UNACCEPTABLE BEHAVIOUR

We consider that aggressive, abusive or insulting behaviour or language from a parent/carer presents a risk to staff, governors or students/pupils. Unacceptable behaviour is such that makes a member of staff, student/pupil, governor or any other member of the academy community, feel threatened. This can be through face-to-face contact, on the telephone or in written communication (including online / social media).

Examples of behaviour that will not be tolerated include:

- Disrupting, or threatening to disrupt, school operations (including events on the school grounds and sports team matches)
- Swearing or using offensive/abusive language
- Displaying a temper (e.g. shouting at any member of the academy community)
- Threatening, aggressive or intimidating behaviour towards any member of the academy community (e.g. raising voice, physical intimidation, the use of aggressive hand gestures etc.)
- Sending abusive messages to another member of the academy community, including via text, email or social media
- Posting defamatory, offensive or derogatory comments about the academy, its staff or any member of its community, on social media platforms
- Any kind of insult as an attempt to demean, embarrass or undermine
- Use of physical or aggressive punishment against your own child
- Disciplining another person's child (any issues should be raised with a member of staff to deal with)

Other examples of behaviour that may not be considered threatening towards individuals, but are still unacceptable, include:

- Smoking (including 'vapes'), drinking alcohol and/or possessing/taking drugs on academy premises
- Bringing dogs on the school premises (excluding guide dogs or therapy dogs)
- Any kind of abuse allegations which turn out to be vexatious or malicious.

Please note that the examples above are not an exhaustive list. If situations arise that are not covered by this code, staff will use their professional judgement and act in the best interests of our academies and their pupils/students.

## **OUR APPROACH TO DEALING WITH INCIDENTS**

In a situation where a member of staff or a governor is subject to unacceptable behaviour from a parent/carer or visitor, we expect our staff and governors to behave professionally, attempt to defuse the situation where possible and seek the involvement of other colleagues if appropriate, however, they **are not expected to tolerate abuse** and if they find themselves in this situation, they have license to terminate any conversation immediately (face-to-face or on the telephone). They should then refer the incident to the Principal or a senior leader who will assess the issue and level of risk before deciding on a future course of action.

In considering any given situation, the progress and well-being of the child(ren) involved will be fully considered. Actions taken against the parent/carer/visitor will be reasonable and proportionate. The parent/carer/visitor will have the opportunity to put their views forward at every stage. In the case of the imposition of conditions or a ban from the academy, robust review processes involving the Chair of Governors are in place to ensure fairness.

## **RISK ASSESSMENT**

The Principal will carry out a risk assessment in order to help make a decision about the level of response. In all cases the response will be reasonable and proportionate. The Principal will consider the following questions:

- What was the specific conduct that was unacceptable?
- What evidence is there?
- What do witnesses say happened?
- Are there previous incidents to take into consideration?
- Do staff/governors/students/pupils feel intimidated by the parent/carer/visitor's behaviour?
- Is there any evidence of provocation?
- How high is the assessed risk that this will be repeated or there will be retaliation at the academy's action? (low, medium, high).

## **RECORDING OF INCIDENTS**

Anyone who is subjected to unacceptable conduct or abuse will make written statements about the incident(s), which will be kept securely. All breaches of this Code of Conduct, along with ensuing actions, will be recorded on our internal log. Any witnesses will also be asked to make written statements as appropriate. Depending on an assessment of the risk of retaliation to witnesses or individuals, statements made by adults **may** be made available to the parent/carer if they request it – this is at the discretion of the Principal.

All data linked to this Code of Conduct will be processed in line with the ACET Data Protection Policy, and any Subject Access Requests will be referred to the ACET Data Controller.

## **THE ACADEMY'S RESPONSE**

Following the completion of the risk assessment, the Principal will decide the level of action to be taken. Actions could include the following:

- Send a warning letter to the parent, highlighting expected standards of conduct and a warning about future action should there be any further incidents
- Invite the parent into school to meet with a senior member of staff or the Principal (if this is deemed appropriate by the Principal)
- Place restrictions on the parent/carer/visitor's contact or communication with the academy staff and wider community
- Ban the parent/carer/visitor from the academy site and/or from communications with staff
- Contact the appropriate authorities (in cases of criminal behaviour)
- Seek advice from the legal team regarding further action (in cases of conduct that may be libelous or slanderous)

The decision for how to respond to breaches of the code of conduct rests with the Principal. Any restriction or ban will be in consultation with the Chair of Governors, and will be reviewed after six months.

## **REMOVAL FROM THE ACADEMY**

Any parent, carer or visitor who has been banned from the academy premises and continues to cause a nuisance will be deemed to have committed a section 547 offence and will be considered as trespassers. In these circumstances they may be removed from the academy and support may be sought from the police. Legal proceedings may be brought against an individual committing such an offence.

## **COMPLAINTS**

Any parental complaint that arises from incidents of abusive behaviour will be dealt with under the complaints policy.

## **LINKS WITH OTHER POLICIES**

- Safeguarding and Child Protection
- Confidential Reporting Code / Whistleblowing
- Behaviour and Rewards
- Anti-bullying
- Equality, Diversity and Inclusion
- Visitors to Academies
- Staff Code of Conduct
- Complaints
- Data protection

## APPENDICES - INDEX

### **Incident Report**

To be completed by any victim or witnesses following an incident of unacceptable conduct.

### **Risk Assessment**

To be completed by the Principal when deciding on appropriate action to take following an incident of unacceptable conduct.

### **Model Letter 1 – warning**

Warning and reminder of expected behaviour standards and potential consequences of future occurrences.

*Sent by the Principal, cc Chair of Governors and Chief People Officer*

### **Model Letter 2a – conditions or restrictions imposed by Principal**

Letter to impose conditions or restrictions on communication with staff or attendance at academy events, pending review by the Chair of Governors. Parent/carer/visitor has the opportunity to submit a statement in response. *Sent by the Principal, referred to Chair of Governors (along with parent/carer/visitor statement) for review, cc Chief People Officer.*

### **Model Letter 2b – conditions or restrictions reviewed by Chair of Governors (confirmed or removed)**

Letter from the Chair of Governors informing the parent/carer/visitor of the decision to either confirm or remove the condition(s) imposed in letter 2a, including setting a timeframe for review, usually six months, but can be varied at the discretion of the Chair of Governors. *Sent by the Chair of Governors, cc Principal and Chief People Officer.*

### **Model letter 2c – conditions or restrictions six-month review stage, request statement for consideration**

Letter from Chair of Governors requesting a statement from parent/carer/visitor ahead of six-month review of decision. *Sent by the Chair of Governors, cc Principal and Chief People Officer.*

### **Model letter 2d – Conditions or restrictions six-month review outcome**

Letter from Chair of Governors to confirm the outcome of the review; decision on conditions or restrictions to be extended or removed. *Sent by the Chair of Governors, cc Principal and Chief People Officer.*

### **Model Letter 3a – ban on attendance at academy premises and communicating with staff imposed by Principal**

Letter to impose a ban on attendance at academy premises, pending review by the Chair of Governors. Parent/carer/visitor has the opportunity to submit a statement in response. *Sent by the Principal, referred to Chair of Governors (along with parent/carer/visitor statement) for review, cc Chief People Officer.*

### **Model Letter 3b – conditions or restrictions reviewed by Chair of Governors (confirmed or removed)**

Letter from the Chair of Governors informing the parent/carer/visitor of the decision to either confirm or remove the ban imposed in letter 2a, including setting a timeframe for review, usually six months, but can be varied at the discretion of the Chair of Governors. **Sent by the Chair of Governors, cc Principal and Chief People Officer.**

### **Model letter 3c – six-month review of ban stage, request statement for consideration**

Letter from Chair of Governors requesting a statement from parent/carer/visitor ahead of six-month review of decision. **Sent by the Chair of Governors, cc Principal and Chief People Officer.**

### **Model letter 3d – Six-month review of ban outcome**

Letter from Chair of Governors to confirm the outcome of the review; decision on the ban being extended or removed. **Sent by the Chair of Governors, cc Principal and Chief People Officer.**

## PARENT/CARER/VISITOR CODE OF CONDUCT INCIDENT REPORT

This form should be completed if a parent/carer/visitor behaves in an unacceptable way towards a member of the academy community. Unacceptable behaviour is such that makes a member of staff or student feel threatened. This can be through face-to-face contact, on the telephone or in written communication (including online / social media).

Completed forms should be submitted to the Principal, who will share with Trust leaders/governors/HR as appropriate.

INCIDENT REPORT		
<b>Date and time of incident</b>		
<b>Name of victim/person reporting incident</b>		
<b>Details of alleged aggressor</b>	<b>Name:</b>	
	<b>Relationship to academy:</b> <i>E.g. parent/carer/visitor etc.</i>	
<b>Full description of incident</b>		
<b>Details of any witnesses</b>	<b>Name:</b>	
	<b>Relationship to academy:</b> <i>E.g. parent/carer/visitor etc.</i>	
	<b>Contact details</b>	
<b>Initial action/outcome</b>		
<b>Linked incidents (if any)</b>		

DECLARATION	
Please sign below to confirm that the information above is a true account of the incident.	
<b>Name:</b>	
<b>Role:</b>	
<b>Date:</b>	



## PARENT/CARER/VISITOR CODE OF CONDUCT RISK ASSESSMENT

If a parent/carer/visitor behaves in an unacceptable way towards a member of the academy community, the Principal or appropriate senior staff will assess the level of risk before deciding on a future course of action. The course of action will be reasonable and commensurate with the assessed level of risk. In all cases the response will be reasonable and proportionate.

RISK ASSESSMENT			
<b>Please provide a summary of reason for risk assessment:</b>			
<b>Name(s) of parent/carer/visitor involved:</b>			
<b>Name(s) of staff involved:</b>			
<b>Please list date(s)/time(s) of abusive/unacceptable behaviour:</b>  <i>(please refer to the Parent/Carer/Visitor Code of Conduct policy for examples of unacceptable behaviour)</i>  <i>A detailed written record of each incident should be retained separately by the Principal.</i>	<b>Date/time</b>	<b>Summary of incident(s)</b>	<b>Witnesses/evidence available</b>
<b>Do staff/students/pupils feel intimidated by the parent/carer/visitor's behaviour?</b> <i>Please provide details</i>			
<b>Is there any evidence of provocation or any mitigation?</b> <i>Please provide details</i>			

How high is the assessed risk that this will be repeated?	HIGH	MEDIUM	LOW
How high is the assessed risk that there will be retaliation at the academy's action?	HIGH	MEDIUM	LOW
Is there any other <u>relevant</u> information to take into consideration?			

### OUTCOME / ACTION

*Actions taken must be reasonable and proportionate. The Principal or other appropriate senior staff have authority to decide on the most appropriate outcome.  
Any sanctions imposed at Step 3 and above must be reported to the Chair of Governors or LGB for monitoring purposes.  
Further details of each of these steps, including template letters, is included in the Parent/Carer/Visitor Code of Conduct Policy.*

1.	No action required	<input type="checkbox"/>	<b>SUPPORT FOR STAFF MEMBER(S) INVOLVED</b> <i>Please provide a summary of the support that has been offered.</i>
2.	Informal meeting with parent/carer/visitor	<input type="checkbox"/>	
3.	Impose conditions on the parent/carer/visitor's contact with the academy and staff	<input type="checkbox"/>	
4.	Imposing a ban	<input type="checkbox"/>	
5.	Removal from the academy (involving police)	<input type="checkbox"/>	

### DECLARATION

	<b>Name:</b>	
	<b>Role:</b>	
	<b>Date:</b>	

## MODEL LETTER 1 – WARNING

Dear X

I have received a report about your visit to the academy on *[date and time and member of staff/other people involved]*. I am sure you will appreciate that we have a duty to protect our academy community and to provide a safe environment for all.

*[Add factual summary of the incident and of its effect on staff, pupils, parents etc.]*

I must inform you that the governing body will not tolerate aggression towards members of the academy community and will act to protect its staff, pupils and parents/carers from any form of abuse or intimidation. I should warn you that any future conduct of this nature could result in the academy imposing conditions restricting your access to the academy or banning you from contacting or attending the academy altogether. I wish to give you an opportunity to give me in writing any comments or observations of your own in relation to this matter. If you wish to do so, please send this within 10 working days of the date of this letter. These comments may include any assurances you are prepared to give about your future good conduct.

Details of the Parent/Carer/Visitor Code of Conduct Policy can be found on our website.

Yours sincerely,

Principal

cc: Academy Chair of Governors  
ACET Chief People Officer

## MODEL LETTER 2A – CONDITIONS, RESTRICTIONS OR BAN IMPOSED BY PRINCIPAL

Dear X

I have received a report about your visit to the academy on *[date and time and member of staff/other people involved]*. I am sure you will appreciate that we have a duty to protect our academy community and to provide a safe environment for all.

*[Add factual summary of the incident and of its effect on staff, pupils, parents etc.]*

Governors will not tolerate conduct of this nature on the academy premises and will act to defend academy staff, students/pupils and other members of the community.

### **Option A – if escalation from letter 1**

*You will recall I have written to you previously about matters related to your conduct towards academy staff on [insert date], in which I informed you that that any future conduct of this nature, including aggression towards members of the academy community, could result in the academy imposing conditions restricting your access to the academy or banning you from contacting or attending the academy altogether. I am therefore writing to inform you that I am imposing conditions on the contact you may have with academy. These are as follows:*

### **Option B – if skipping straight to letter 2 due to the seriousness**

*Due to the serious nature of your conduct towards our staff/pupils etc. (delete/amend as appropriate), I am writing to inform you that I am imposing conditions on the contact you may have with academy. These are as follows: (amend/delete as appropriate for each academy and situation (must be proportionate))*

- You may continue to bring your child to and from school, however, you must not enter the school grounds and must not approach any member of academy staff or other parents/carers when doing so; a member of staff, who your child knows, will meet him on the school gates each morning.*
- You must not contact by telephone (including text message), email, social media or in writing, any member of academy staff. Contact between you and the academy may now only be directed towards me and only by email, must be respectful, and should only be about matters pertaining to your child's education and school matters, **unless in an emergency situation**;*
- You may not attend any events for parent/carers except those where you have personally been invited to do so by me, and at which you will be accompanied by a member of senior leadership;*
- You will continue to receive progress reports and routine communication from the academy that is circulated to parents/carers.*

The restrictions above are provisional until they have been reviewed by the Chair of Governors. Please consider them to be in force until you receive their confirmation.

The Chair of Governors will need to decide whether it is appropriate to confirm or overturn this decision. You may, if you wish, send in writing any comments or observations of your own within 10 working days of the date of this letter via the Governance Professional, either by email to [kendal.sills@astoncetrust.org](mailto:kendal.sills@astoncetrust.org) or by post to Kendal Sills, ACET House, 66 Holderness Drive, Swallownest, Sheffield, S26 2BH. These comments may be to challenge or explain the facts of the incident, to express regret and/or give assurances about your future good conduct. The Chair of Governors will then write to you with the outcome of their decision.

Details of the Parent/Carer/Visitor Code of Conduct Policy can be found on our website.

Yours sincerely,

Principal

cc: Academy Chair of Governors  
ACET Chief People Officer

## MODEL LETTER 2B – CONDITIONS OR RESTRICTIONS REVIEWED BY CHAIR OF GOVERNORS (CONFIRMED OR REMOVED)

Dear X

The Principal, *[insert name]*, wrote to you on *[insert date]* to detail concerns about an incident when your behaviour towards academy staff *[or wider community if appropriate]* fell short of what we would expect as an academy. *S/he has also written to you previously about your behaviour towards staff – if applicable.*

I have received a written response from you *by email, dated [insert date]*, the contents of which I have considered carefully.

### **Option A – if confirming the restrictions**

*In the circumstances, and after further consideration of the Principal's report and your letter/email, I have determined that the decision to impose restrictions on your contact with academy staff should be confirmed. This means that:*

- *You may continue to bring your child to and from school, however, you must not enter the school grounds and must not approach any member of academy staff or other parents/carers when doing so; a member of staff, who your child knows, will meet him on the school gates each morning.*
- *You must not contact by telephone (including text message), email, social media or in writing, any member of academy staff. Contact between you and the academy may now only be directed towards the Principal and only by email, must be respectful, and should only be about matters pertaining to your child's education and school matters, **unless in an emergency situation**;*
- *You may not attend any events for parent/carers except those where you have personally been invited to do so by the Principal, and at which you will be accompanied by a member of senior leadership;*
- *You will continue to receive progress reports and routine communication from the academy that is circulated to parents/carers.*

*I will review this decision in six months' time, at which time, we will write to you in advance to ask you to provide a written statement for consideration. When deciding whether it will be necessary to extend the application of conditions to attend academy 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 academy in other respects.*

### **Option B – if removing the restrictions**

*In the circumstances, and after further consideration of the Principal's report and your letter/email, I have determined that the decision to impose conditions on you should be overturned. You may hence attend academy events as normal. However, should there be any further inappropriate behaviour, all of the above sanctions or additional ones may be applied.*

Details of the Parent/Carer/Visitor Code of Conduct Policy can be found on our website.

Yours sincerely,

Chair of Governors

cc: Academy Principal  
ACET Chief People Officer

## MODEL LETTER 2C – CONDITIONS OR RESTRICTIONS SIX-MONTH REVIEW STAGE, REQUEST STATEMENT FOR CONSIDERATION

Dear X

I previously wrote to you on *[insert date]*, following an incident when your behaviour towards academy staff *[or wider community if appropriate]* fell short of what we would expect as an academy, and restrictions on your contact with the academy were imposed.

We are nearing the end of the initial six-month period, and therefore these restrictions are due to be reviewed, to determine whether they should be lifted or if further restrictions should be placed on you.

Should you wish to submit a written statement for consideration in making the decision whether to remove the restriction(s) or extend it/them, please do so within 10 working days of the date of this letter via the Governance Professional, either by email to [kendal.sills@astonctrust.org](mailto:kendal.sills@astonctrust.org) or by post to Kendal Sills, ACET House, 66 Holderness Drive, Swallownest, Sheffield, S26 2BH.

I will then write to you with the outcome of the review.

Yours sincerely

Chair of Governors

cc. Academy Principal  
ACET Chief People Officer

## MODEL LETTER 2D – CONDITIONS OR RESTRICTIONS SIX-MONTH REVIEW OUTCOME

Dear X

I wrote to you on *[date]* to request a statement to enable me to review the decision to impose conditions/restrictions on your contact with, or attendance at, the academy. I *have / have not* received a written response from you dated *[insert date]*.

### Option A – extend restrictions

After further consideration of the Principal's report, your compliance with the restrictions in place since *[insert date]*, and the contents of your letter/email, I *have determined that the decision to impose restrictions on your contact with academy staff should be extended. This means that:*

- *You may continue to bring your child to and from school, however, you must not enter the school grounds and must not approach any member of academy staff or other parents/carers when doing so; a member of staff, who your child knows, will meet him on the school gates each morning.*
- *You must not contact by telephone (including text message), email, social media or in writing, any member of academy staff. Contact between you and the academy may now only be directed towards the Principal and only by email, must be respectful, and should only be about matters pertaining to your child's education and school matters, **unless in an emergency situation**;*
- *You may not attend any events for parent/carers except those where you have personally been invited to do so by the Principal, and at which you will be accompanied by a member of senior leadership;*
- *You will continue to receive progress reports and routine communication from the academy that is circulated to parents/carers.*

*This decision will be reviewed again in a further six months' time, at which time, we will write to you in advance to ask you to provide a written statement for consideration. When deciding whether it will be necessary to extend the application of conditions to attend academy 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 academy in other respects.*

### Option B – remove restrictions

After further consideration of the Principal's report, your compliance with the restrictions in place since *[insert date]*, and the contents of your letter/email, I *have determined that the restrictions are no longer necessary. You may hence attend academy events as normal. However, should there be any further inappropriate behaviour, this decision may be revoked.*

Details of the Parent/Carer/Visitor Code of Conduct Policy can be found on our website.

Yours sincerely

Chair of Governors

cc. Academy Principal  
ACET Chief People Officer

## MODEL LETTER 3A – BAN IMPOSED BY PRINCIPAL

Dear X

I have received a report about your visit to the academy on *[date and time and member of staff/other people involved]*. I am sure you will appreciate that we have a duty to protect our academy community and to provide a safe environment for all.

*[Add factual summary of the incident and of its effect on staff, pupils, parents etc.]*

Governors will not tolerate conduct of this nature on the academy premises and will act to defend academy staff, students/pupils and other members of the community.

### **Option A – if escalation from letter 1 or 2**

*You will recall I have written to you previously about matters related to your conduct towards academy staff on [date], in which I informed you that that any future conduct of this nature, including aggression towards members of the academy community, could result in you being banned from all contact with the academy altogether. I am therefore writing to inform you that I am banning you from all contact with the academy.*

### **Option B – if skipping straight to letter 2 due to the seriousness**

*Due to the serious nature of your conduct towards our staff/pupils etc. (delete/amend as appropriate), I am writing to inform you that I am banning you from all contact with the academy.*

- *You may continue to bring your child to and from school, however, you must not enter the school grounds and must not approach any member of academy staff or other parents/carers when doing so; a member of staff, who your child knows, will meet him on the school gates each morning. – if applicable for the age of the child. OR ‘another adult must bring your child to and from school’*
- *You must not contact by telephone (including text message), email, social media or in writing, any member of academy staff. You will need to nominate another family member or responsible person, who you will give permission to communicate with the academy for matters pertaining to your child’s education and school matters. **The only exception to this would be in an emergency situation where there is no other option;***
- *You may not attend any events for parent/carers;*
- *You will continue to receive progress reports and routine communication from the academy that is circulated to parents/carers.*

This ban is provisional until it has been reviewed by the Chair of Governors. Please consider it to be in force until you receive their confirmation.

The Chair of Governors will need to decide whether it is appropriate to confirm or overturn this decision. You may, if you wish, send in writing any comments or observations of your own within 10 working days of the date of this letter via the Governance Professional, either by email to [kendal.sills@astoncetrust.org](mailto:kendal.sills@astoncetrust.org) or by post to Kendal Sills, ACET House, 66 Holderness Drive, Swallownest, Sheffield, S26 2BH. These comments may be to challenge or explain the facts of the incident, to express regret and/or give assurances about your future good conduct. The Chair of Governors will then write to you with the outcome of their decision.

Details of the Parent/Carer/Visitor Code of Conduct Policy can be found on our website.

Yours sincerely,

Principal

cc: Academy Chair of Governors  
ACET Chief People Officer



## MODEL LETTER 3B – BAN REVIEWED BY CHAIR OF GOVERNORS (CONFIRMED OR REMOVED)

Dear X

The Principal, *[insert name]*, wrote to you on *[insert date]* to detail concerns about an incident when your behaviour towards academy staff *[or wider community if appropriate]* fell short of what we would expect as an academy. *S/he has also written to you previously about your behaviour towards staff – if applicable.*

I have received a written response from you *by email, dated [insert date]*, the contents of which I have considered carefully.

### **Option A – if confirming the ban**

*In the circumstances, and after further consideration of the Principal's report and your letter/email, I have determined that the decision to ban you from the academy is confirmed. This means that:*

- *You may continue to bring your child to and from school, however, you must not enter the school grounds and must not approach any member of academy staff or other parents/carers when doing so; a member of staff, who your child knows, will meet him on the school gates each morning. – if applicable for the age of the child. OR 'another adult must bring your child to and from school'*
- *You must not contact by telephone (including text message), email, social media or in writing, any member of academy staff. You will need to nominate another family member or responsible person, who you will give permission to communicate with the academy for matters pertaining to your child's education and school matters. **The only exception to this would be in an emergency situation where there is no other option;***
- *You may not attend any events for parent/carers;*
- *You will continue to receive progress reports and routine communication from the academy that is circulated to parents/carers.*

*I will review this decision in six months' time, at which time, we will write to you in advance to ask you to provide a written statement for consideration. When deciding whether it will be necessary to extend the ban, 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 academy in other respects.*

### **Option B – if removing the ban**

*In the circumstances, and after further consideration of the Principal's report and your letter/email, I have determined that the decision to ban you from the academy should be overturned. You may hence attend academy events as normal. However, should there be any further inappropriate behaviour, all of the above sanctions or additional ones may be applied.*

Details of the Parent/Carer/Visitor Code of Conduct Policy can be found on our website.

Yours sincerely,

Chair of Governors

cc: Academy Principal  
ACET Chief People Officer

## MODEL LETTER 3C – BAN SIX-MONTH REVIEW STAGE, REQUEST STATEMENT FOR CONSIDERATION

Dear X

I previously wrote to you on *[insert date]*, following an incident when your behaviour towards academy staff *[or wider community if appropriate]* fell short of what we would expect as an academy, and you were banned from the academy.

We are nearing the end of the initial six-month period, and therefore this ban is due to be reviewed, to determine whether it should be lifted or extended.

Should you wish to submit a written statement for consideration in making the decision whether to remove the or extend the ban, please do so within 10 working days of the date of this letter via the Governance Professional, either by email to [kendal.sills@astonctrust.org](mailto:kendal.sills@astonctrust.org) or by post to Kendal Sills, ACET House, 66 Holderness Drive, Swallownest, Sheffield, S26 2BH.

I will then write to you with the outcome of the review.

Yours sincerely

Chair of Governors

cc. Academy Principal  
ACET Chief People Officer

## MODEL LETTER 3D – BAN SIX-MONTH REVIEW OUTCOME

Dear X

I wrote to you on *[date]* to request a statement to enable me to review the decision to ban you from the academy. I *have / have not* received a written response from you dated *[insert date]*.

### Option A – extend ban

After further consideration of the Principal's report, your compliance with the ban in place since *[insert date]*, and the contents of your letter/email, I *have determined that the decision to ban you from the academy should be extended. This means that:*

- *You may continue to bring your child to and from school, however, you must not enter the school grounds and must not approach any member of academy staff or other parents/carers when doing so; a member of staff, who your child knows, will meet him on the school gates each morning. – if applicable for the age of the child. OR 'another adult must bring your child to and from school'*
- *You must not contact by telephone (including text message), email, social media or in writing, any member of academy staff. You will need to nominate another family member or responsible person, who you will give permission to communicate with the academy for matters pertaining to your child's education and school matters. **The only exception to this would be in an emergency situation where there is no other option;***
- *You may not attend any events for parent/carers;*
- *You will continue to receive progress reports and routine communication from the academy that is circulated to parents/carers.*

*This decision will be reviewed again in a further six months' time, at which time, we will write to you in advance to ask you to provide a written statement for consideration. When deciding whether it will be necessary to extend the ban, 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 academy in other respects.*

### Option B – remove ban

After further consideration of the Principal's report, your compliance with the ban in place since *[insert date]*, and the contents of your letter/email, I *have determined that the ban is no longer necessary. You may hence attend academy events as normal. However, should there be any further inappropriate behaviour, this decision may be revoked.*

Details of the Parent/Carer/Visitor Code of Conduct Policy can be found on our website.

Yours sincerely

Chair of Governors

cc. Academy Principal  
ACET Chief People Officer