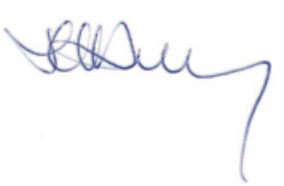
ANTISOCIAL BEHAVIOUR POLICY

STATEMENT & PROCEDURE

March 2026

Signed by Chair of Committee	
Print Name	Jeanette Kirkby
Date	March 2026
Date of review	March 2027

COMPLAINTS / ANTI SOCIAL TOOLKIT 2025

COMPLAINTS POLICY (A) (DfE Model)	POLICY FOR DEALING WITH VEXATIOUS, HABITUAL, UNREASONABLE OR PERSISTENT COMLAINTS (B)	ANTI SOCIAL BEHAVIOUR POLICY (C) Incl. →	Antisocial Use of Social Media (D)
Informal resolution	Inform complainant that they have been classified as persistent, habitual, unreasonable or vexatious.	Expectations of conduct clearly understood.	Formally write if parent has taken images / video / audio without consent. Make clear permitted usage and request deletion.
Stage 1 – formal complaint ↓		Verbally re-iterate expectations ↓	
Stage 2 – formal complaint (Gov Body complaints committee) ↓	Decide on appropriate communication plan for unreasonable complainant (a – j in policy) ↓	Written warning issued Site Ban issued (up to 6 weeks) Legal Letter ↓	If a social media post is made – legal letter sent to perpetrator. Request made to social media to remove defamatory content. ↓
If complainant dissatisfied – escalate to DfE	Report to police if the behaviour of the complainant constitutes harassment	Site Ban extended (LA informed) Lifetime Site Ban (reviewed termly) ↓	If perpetrator does not cease – use site ban / report to police as harassment

Best Practice:

- In all cases – schools should build and retain a chronology of incidents relating to behaviour of the above.
- In all policies listed above, **definitions** are included.
- In all policies listed above – reference to this flow chart is included.
- In all policies listed above – advice is outlined as to how to initially respond to the above behaviours to diffuse and manage volatile situations in the first instance.
- In vexatious complaints and ASB policies listed above – LA contacts are outlined.

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Poster – re antisocial statement in NST schools. This can be used in schools – it may be necessary to have up at all times on display or if a school encounters a period of antisocial behaviour for a limited time.

NO EXCUSE FOR ABUSE

Our staff should be able to work at our school without fear of violence, abuse, harassment or discrimination from parents / carers in our community.

We have a zero tolerance policy for these sort of behaviour and will implement **site bans** / contact the **police** and **legal teams** in the LA if necessary.

nst
Nottingham Schools Trust

Nottingham City Council

ANTISOCIAL BEHAVIOUR POLICY STATEMENT & PROCEDURE

Staff, parents and children are entitled to a safe environment in which to enter, work and learn.

This safe and respectful environment is outlined in our school's 'CODE OF CONDUCT' which outlines expectations for pupils, parents and visitors whilst on school site. Members of our school community have to sign the school code of conduct [see Appendix A example]. (this may be via: Admissions paperwork signature / shortened contract in learning log or reading diary or in some cases a tick box for parents to agree to on Arbor)

Behaviour that causes harassment, alarm or distress to others is contrary to the purposes of the school.

The school aims to facilitate that no members of staff, parents, visitors or children are subject to abusive behaviour or open to threats from others on school premises.

Antisocial behaviour on school premises will not be tolerated. We have a zero tolerance approach to antisocial behaviour and the school will deal with any incidents in line with this policy.

References in this policy to "parent" also includes carers, guardians and any other person that may enter school premises.

References to the "Council" relate to Nottingham City Council.

What is antisocial behaviour (ASB)?

Anti-social behaviour is any behaviour or act which causes or is likely to cause others harassment, alarm or distress or which causes a nuisance to others or has an impact on the environment.

This includes, but is not limited to:

- Approaching any child/parent/staff member in a confrontational or aggressive manner
- Physical and verbal intimidation e.g. standing very close, actions that restrict movement
- Abusive telephone calls
- The use of aggressive hand gestures, exaggerated movements, gestures, insults, posturing, shouting, innuendo
- Being under the influence of drugs or alcohol on the school site
- Swearing, shouting or verbally abusing another person, whether directly or indirectly
- Physical or verbal threats to assault
- Pushing, hitting, Spitting, physically assaulting e.g. by slapping, punching, kicking, restraining, poking, scratching, head butting, tripping, use of weapons, use of missiles
- Unreasonable demands or blackmail
- Derogatory comments made in relation to race, gender, sexual orientation, age, size, disability and any other protected characteristics as set out in Equality Act 2010
- Writing aggressive/threatening letters or emails
- Verbal threats to posting abusive content on social networking sites

What will the school do if ASB occurs on school premises?

Internal School and Governing Body Decisions ***(listed as a graduated response)***

- Staff will calmly and verbally re-iterate expectations of school site as per the agreed code of conduct.
- Staff will explain consequences if parent does not adjust behaviour.
- If a member of staff feels ASB has occurred on school site – they must alert the HT / member of the senior leadership team. In some cases, it will not be deemed appropriate to have conversations with the perpetrator of antisocial behaviour, for instance, if by doing so would place a staff member at risk.
- The school will record the details of the antisocial behaviour incident e.g. on My Concern / CPOMS / Arbor
- If the behaviour persists / is serious enough, a written warning will be issued by the school re-iterating expectations of parents whilst on school site and highlighting how the parent contravened this in the instance [see Appendix B example].

- If there is a repeat of anti-social behaviour – can be on two separate occasions etc depending on severity of behaviour, this will be followed up with letter which will make clear that a site ban will be considered. [see Appendix C example].
- If antisocial behaviour continues (anything under the list of bullet points) or parental behaviour is so significant on a one off occasion, a parent will be issued with a ban from school site – up to 6 weeks. The letter attached in this policy may be used but it is recommended schools discuss this with the legal team prior to use. [see Appendix D example].
- If during the 6 weeks / decided length of ban – there is further antisocial behaviour which impacts on the school community (including social media ASB comments etc) the ban will be reviewed and extended.
- If a ban is extended the LA will be informed.
- When issuing / extending a ban beyond 6 weeks, the LA legal team **must** be consulted.
- In significant cases – where antisocial behaviour continues to escalate despite the above being in place, a lifetime ban will be issued (reviewed termly). The LA will be informed of this and via the legal team will support the decision for the lifetime ban.
- All site bans will be reviewed regularly with written correspondence.
- If a parent moves to another school setting whilst a ban / lifetime ban from school site is in place – procedures may be accelerated within this policy if the parent continues with displaying antisocial behaviour at a new LA maintained site.

It is recommended that schools keep a chronology of antisocial behaviour incidents / bans implemented and review dates to consider to support the response to antisocial behaviour. A parent will not be prevented from having information sent to them about their child's wellbeing during the school day or their educational attainment. A school will decide on a case-by-case basis whether to communicate to a parent displaying antisocial behaviour by:

-Text / Email

-Phone Contact

-Through another parent

-Letter

School seeking external support:

Where behaviour is more serious (such as staff/children being at risk or any criminal incident or behaviour), the school may:

-Report the incident(s) of ASB to the Council's Community Protection department asbteam@nottinghamcity.gov.uk , the Police or other relevant body.

The Council or police will then investigate any allegations and incidents and pursue any action taken; they deem appropriate.

Escalation to legal

Depending on the outcome of investigations and actions taken, the school, in conjunction with the Council, may:

- Issue a letter banning the person from entering school premises in a lifetime.
- Take any other appropriate action as advised by the Council or the Police
- Instruct the Council's legal department to take further action if required. This could include action to apply for an injunction under the Antisocial behaviour, Crime and Policing Act 2014 (or any other relevant legislation)

Other Action

It is an offence under Section 547 of the Education Act 1996 for any person (including a parent) to cause a nuisance or disturbance on school premises. The police may be called to assist in removing the person concerned.

If the person engaging in ASB is a tenant of the Council and the incident(s) took place in the locality of where they live, action may be taken in relation to the person's tenancy.

Reviews:

Reviews or challenges of any decisions made by the School under this Policy, should initially be made to the Headteacher or Chair of Governors. This must be done by sending any representations to the Headteacher/Chair of Governors directly, in writing, within 14 days of any decision being issued.

Where it is a council or police decision, their own procedures should be consulted and followed.

This policy will be reviewed by the School and Governing Body, as necessary and no less than every 2 years.

Online Anti Social Behaviour

Unacceptable conduct, (e.g. defamatory, discriminatory, offensive, harassing content or a breach of data protection, confidentiality, copyright) will be considered extremely seriously by this school and will be reported as soon as possible to a relevant senior member of staff and escalated where appropriate.

Legal considerations

- Users of social media should consider the copyright of the content they are sharing and, where necessary, should seek permission from the copyright holder before sharing.
- Users must ensure that their use of social media does not infringe upon relevant data protection laws, or breach confidentiality.

Handling abuse

- Rise Park Primary and Nursery School will handle offensive comments swiftly and with sensitivity.
- If a conversation turns and becomes offensive or unacceptable, Rise Park Primary and Nursery School users should block, report or delete other users or their comments/posts and should inform the audience exactly why the action was taken
- If you feel that you or someone else is subject to abuse by colleagues through use of a social networking site, then this action must be reported using the agreed Rise Park Primary and Nursery School protocols.

Cyber bullying - cyber bullying is taken seriously.

- Incidents of cyber bullying will be dealt with and reported along the same chain as the Anti-Bullying Policy.
- Staff members should never respond or retaliate to cyberbullying incidents. Incidents should instead be reported as inappropriate, and support sought from their line manager or senior staff member.
- Evidence from the incident should be saved, including screen shots of messages or web pages, and the time and date of the incident.
- Where the perpetrator is a current pupil or colleague, most cases can be dealt with through the school's own disciplinary procedures.
- Where the perpetrator is an adult, in nearly all cases, a senior staff member should invite the victim to a meeting to address their concerns, ensuring all parties are aware of online content. Where appropriate, the perpetrator will be asked to remove the offensive content.
- If the perpetrator refuses to comply, the school will make a decision if to escalate the concern. This could include contacting the internet service provider in question through their reporting mechanisms, if the offensive content breaches their terms and conditions.
- If the material is threatening, abusive, sexist, of a sexual nature or constitutes a hate crime, the school will consider contacting the police.

Use of images

- Rise Park Primary and Nursery School use of images can be assumed to be acceptable, providing the following guidelines are strictly adhered to;
- Permission to use any photos or video recordings should be sought in line with Rise Park Primary and Nursery School's digital and video images policy/data consent policy. If anyone, for any reason, asks not to be filmed or photographed then their wishes should be respected.

- Under no circumstances should staff share or upload student/pupil pictures online other than via Rise Park Primary and Nursery School owned social media accounts

Social Media Use – Pupils and Parents/Carers

- Pupils are responsible for following the school rules and will be expected to follow requests from teachers.
- Pupils may not access social media during lesson time, unless it is part of a curriculum activity.
- Breaches of this policy by pupils will be taken seriously, and in the event of illegal, defamatory or discriminatory content could lead to significant consequence.
- Pupils and parents/carers must not attempt to "friend" or otherwise contact members of staff through social media. If attempts to contact members of staff through social media are made, they will be reported to the headteacher.
- Pupils and parents/carers should not post anonymously or under an alias to evade the guidance given in this policy.
- Pupils and parents/carers must not post content online which is damaging to the school or any of its staff or pupils.
- Pupils at Rise Park Primary and Nursery School must not sign up to social media sites that have an age restriction above the pupil's age.
- If inappropriate content is accessed online on school premises, it must be reported to a teacher.
- Any offensive or inappropriate comments pupil's post about Rise Park Primary and Nursery School will be resolved by the use of Rise Park Primary and Nursery School's behaviour policy
- If parents/carers have access to a school learning platform where posting or commenting is enabled, parents/carers will be informed about acceptable use.
- Parents/Carers are encouraged to comment or post appropriately about Rise Park Primary and Nursery School. In the event of any offensive or inappropriate comments being made, Rise Park Primary and Nursery School will ask the parent/carer to remove the post and invite them to discuss the issues in person. If necessary, refer parents to the Rise Park Primary and Nursery School's complaints procedures.