



**QUEST TRUST**  
Supporting Young People from  
Early Years to Employment

# Parental Behaviour Policy

For QUEST Schools

Company Number 09306360

Reviewed Spring 2026

Next Revision Spring 2027

## **A. Policy Statement**

QUEST (A Church of England Schools Trust) (“**QUEST**”) is committed to providing a strong, respectful, and positive partnership between home and school.

At QUEST we have excellent relationships with our parents, carers, guardians and value the contribution that they play in the life of the school and in their children’s education. We are committed to addressing any concerns and complaints they may have constructively. However, we recognise the importance of maintaining a safe, respectful, and professional environment, free from abusive and threatening behaviour and complaints which are unreasonable, repetitive, or vexatious.

This policy outlines expectations for the behaviour, communication and engagement of parents, carers, guardians and carers to ensure positive and respectful relationships within the QUEST community.

We believe that all parents/carers want to be confident that there are arrangements in school to keep their children safe. As part of our safeguarding procedures the Trust has introduced this parental behaviour policy to ensure that behaviour from parents/carers does not cause the children and/or staff to feel distressed, threatened or unsafe.

Behaviour that will cause harassment, alarm or concern to users of the premises is contrary to the aims of QUEST and its schools and is unacceptable.

We trust that parents, guardians and carers will assist our schools and Quest with the implementation of this policy.

## **B. Aims of the Policy**

This policy aims to:

1. Promote positive, respectful, and constructive engagement between parents, guardians, carers, and schools.
2. Contribute to the framework for addressing concerns and complaints effectively while minimising disruption.
3. Define and address unreasonable or vexatious behaviour to protect the well-being of staff, students, and other stakeholders.

QUEST’s aim is for all members of the school community to treat each other with respect and ensure communication within the school environment is pleasant and courteous. We are all entitled to dignity and respect and QUEST will take all measures to ensure that these excellent standards are maintained by all of our stakeholders.

### **C. Scope**

This policy applies to:

1. All parents, guardians, and carers of students across all QUEST schools.
2. Interactions and communications with staff, students, and members of the school community, including in-person, written, telephone, and online communications.
3. Complaints or concerns raised about school policies, staff, or procedures.

### **D. Definitions**

To ensure clarity and a shared understanding of key terms used throughout this policy, the following definitions are provided. These definitions help guide consistent interpretation and application of the policy, particularly in managing behaviour and complaints effectively.

- Vexatious Complaints: Complaints which are unreasonably persistent, harassing, or designed to cause disruption or annoyance rather than to resolve a genuine concern.
- Harassment: Behaviour that causes alarm, distress, or puts someone in fear of their safety.
- Threatening Behaviour: Actions or language that imply harm or intimidation towards others.

### **E. Expectations for Parents, Guardians, and Carers**

QUEST expects all parents, guardians, and carers to:

1. Engage respectfully and constructively with staff and the wider school community.
2. Raise concerns through appropriate channels and in accordance with the school's Complaints Policy.
3. Abide by all school policies, including those relating to safeguarding, behaviour, and communication.
4. Support the school's efforts to provide a positive, inclusive, and respectful environment for all.
5. That adults set a good example to children at all times, showing them how to get along with all members of QUEST, the school and wider community.
6. That no members of staff, parents or children are the victims of abusive behaviour or open to threats from other adults on the school premises.

### **F. Examples of Unacceptable Behaviour**

Unacceptable behaviour includes, but is not limited to:

1. Aggressive, abusive, offensive, or threatening language or gestures.
2. Discriminatory, defamatory, or inflammatory statements, including on social media.
3. Physical intimidation, physical assault, damaging or destroying property, or threats of violence.
4. Repeatedly raising the same issue despite receiving a reasonable response.

5. Refusing to follow the school's Complaints Policy and attempting to bypass established procedures.
6. Persistently contacting staff outside of working hours or through inappropriate channels.
7. Disruptive behaviour which interferes or threatens to interfere with the operation of a classroom, an employee's office, office area or any other area of a school or QUEST grounds including team matches.
8. Smoking and consumption of alcohol or other drugs whilst on school or QUEST property.
9. Inappropriate posting on social media websites.
10. Sexual harassment

Should any of the above behaviour occur on school or QUEST premises the school or QUEST may feel it is necessary to contact the appropriate authorities and if necessary, even ban the offending adult from entering the school grounds.

### **G. Repetitive and Vexatious Complaints**

Whilst the QUEST will endeavour to assist any person who wishes to make a complaint, raise a concern, or request information, there may be instances when a complainant repeatedly raises a complaint that has already been dealt with at all stages of the complaint's procedure.

QUEST is committed to addressing genuine concerns and complaints in a fair and impartial manner. However, QUEST will not tolerate frivolous, repetitive, or vexatious complaints that:

1. Are intended to harass, undermine, or intimidate staff or the wider school community.
2. Persistently raise the same issue, despite a full and fair resolution being provided.
3. Make excessive or unreasonable demands on staff time or resources.
4. Include unfounded accusations, unreasonable persistence, or refusal to accept decisions.
5. Focus on trivial matters to an unreasonable extent.

### **Handling Repetitive and Vexatious Complaints**

The school will identify and communicate to parents, guardians, or carers if their behaviour is deemed repetitive or vexatious.

A written warning may be issued, requiring a change in behaviour. In extreme cases, the school may implement measures such as:

- Restricting communication to specific channels or times.
- Declining further correspondence on an issue that has been adequately addressed.
- Refusing access to school premises if behaviour disrupts the school environment.

Parents, guardians, and carers have the right to appeal decisions made by the Headteacher regarding their repetitive or vexatious complaints through the formal Complaints Policy.

## H. Communication Guidelines

QUEST encourages positive and respectful communication through the following protocols:

1. **Raising Concerns:** Parents, guardians, and carers are advised to follow QUEST's Complaints Policy to address issues in a structured and effective manner.
2. **Respecting Professional Boundaries:** Staff will aim to respond to concerns within 5 school working days, except during any school holidays/closures.
3. **Constructive Engagement:** Any concerns raised should focus on resolving the issue rather than assigning blame or making unreasonable demands.

## I. Addressing Breaches of the Code of Conduct

The school will address breaches of this policy fairly and proportionately to ensure the safety and well-being of all community members. Steps include:

1. **Informal Resolution:** Verbal discussions or written communication to clarify expectations and request behavioural changes.
2. **Formal Action:** Issuance of written warnings, restricted access to school premises, or referral to QUEST's leadership team for further action.
3. **Serious Breaches:** For severe incidents, involving threats, harassment, or violence, the school may involve appropriate authorities or ban individuals from school premises.

## J. Safeguarding and Confidentiality

QUEST will always prioritise safeguarding and the confidentiality of all members of its community. Any behaviour or complaint that compromises safeguarding standards will be reported to appropriate authorities. Confidentiality will be maintained unless disclosure is required by law or necessary to resolve a complaint.

## K. Social Media Use

Parents, guardians, and carers are reminded of their responsibility to use social media responsibly, including:

1. Refraining from posting any defamatory, inflammatory, or unsubstantiated comments about the school, staff, or students.
2. Respecting the privacy and confidentiality of others when sharing content.
3. Raising concerns directly with the school rather than publicly on social media.

## L. Nuisance and Disturbance on School Premises

QUEST premises are private property, and individuals do not have an automatic right to enter them. Parents, carers, and guardians have been granted permission from the school to be on the premises. However, QUEST and its schools reserve the right to take any necessary actions to ensure that members of the school community are not subjected to abuse. In the case of abuse or threats to staff, pupils or other parents/carers, a school may revoke a parents'/carers'/guardians' license from entering school premises.

Schools can bar someone from the premises if they feel that their aggressive, abusive or insulting behaviour or language is a risk to staff, other employees or pupils. It is enough for an employee, member of staff or a pupil to feel threatened.

Section 547 of the Education Act 1996 makes it a criminal offence for a person who is on school premises without legal permission to cause or permit a nuisance or disturbance. The Education Act 2011 also provides powers to ban individuals from school premises.

If it is suspected that an individual is on school premises and is committing such an offence, the appropriate authorities will be called to remove the person concerned.

The school is not responsible for organising arrangements for children in the above circumstances. Parents/carers will need to provide alternative arrangements for bringing children into school.

Should parents be excluded from the premises, they have the right of appeal by writing to the Senior Executive Team within ten school days of permission to enter the school premises being withdrawn.

#### **M. Monitoring and Review**

This policy will be reviewed annually by QUEST or sooner if required to reflect legislative or procedural changes. Incidents of unacceptable behaviour will be recorded and monitored by the leadership team and reported to the Trust Board to ensure accountability.

#### **N. Acceptance of the Policy**

By engaging with QUEST schools, parents, guardians, and carers acknowledge and agree to abide by this policy and its provisions.