

Fioretti Trust



Parents, Carers & Visitors Code of Conduct and Behaviour on School Premises Policy

Approved by: Trust Board Date: 21.05.24

Last review: May 2024

Next review: May 2026

This policy supersedes all previous parents, carers & visitors code of conduct & behaviour on school premises policies.

PURPOSE AND SCOPE

At Fioretti Trust we strive to build a strong relationship with parents and carers to enable all our pupils to achieve their best and flourish, in each of our schools. This policy is a Trust wide policy but written as it applies to an individual school (within our family of schools).

We expect every adult in our school community, or who visits our school, to model our school values to each other and the children. The values vary from school to school, but each school embeds their values.

PARENTS, CARERS AND VISITORS CODE OF CONDUCT

- Our school expects all adults to:
- Model the school's values.
- Act in accordance with this code of conduct at all times.
- Understand that both teachers and parents/carers need to work together for the benefit of their children and work together to resolve any issues of concern.
- Approach the school to help resolve any issues of concern.
- Demonstrate that all members of the school community should be treated with respect and therefore, set a good example in their own speech and behaviour.
- Through their behaviour and the way they interact with staff, pupils and other adults.
- Treat all governors, staff members, pupils, other parents, visitors and any members of the school community with dignity and respect.
- Seek to clarify a child's version of events with the school to bring about a peaceful solution to any issue.
- As a parent or carer, be responsible for your child's behaviour before or after school, on and around the school grounds, where it could otherwise lead to conflict or aggressive or unsafe behaviour.
- Respect the school's property and environment by keeping it clean and tidy.
- Follow the school's parking rules and procedures for dropping-off and collecting pupils from school.
- Dress in an appropriate manner when on the school premises and attending school events, and ensure dress and appearance reflects that they are role models for pupils.
- Correct their own child's behaviour especially in public where it could otherwise lead to conflict, aggressive behaviour or unsafe behaviour.
- Avoid using staff as threats to admonish children's behaviour.

The vast majority of parents, carers and other visitors to our school are supportive of the school and act in a reasonable way, ensuring that the school is a safe, orderly environment in which students can learn. Occasionally, however, a negative attitude is expressed in an aggressive, verbally abusive or physically abusive way towards these members of the school community which is unacceptable and will not be tolerated.

The school requires its teachers and other members of staff to behave professionally in these difficult situations, attempting to defuse the situation wherever possible, and to seek the involvement of other members of staff as appropriate. However, all teachers and members of staff have the right to work without fear of harassment, violence, intimidation or abuse.

The school expects parents and other visitors to always behave in a reasonable way towards all members of the school community. This policy outlines the steps that will be taken where the behaviour displayed falls below the standard the school expects.

TYPES OF UNACCEPTABLE BEHAVIOUR

The types of behaviour which are unacceptable and will not be tolerated are:

- Disruptive behaviour or disorderly conduct which interferes or threatens to interfere with the operation of a classroom, office or any other area of the school grounds.
- Shouting, either in person or over the telephone;
- Using intimidating language or behaviour;
- Using threatening language or behaviour;
- Using abusive language or behaviour;

- Using insulting or offensive language or behaviour;
- Using aggressive or offensive hand gestures;
- Displays of anger or temper;
- Shaking or holding a fist towards another;
- Swearing;
- Pushing, shoving or jostling;
- Hitting, slapping, punching or kicking;
- Spitting;
- Abusive threatening or intimating language including swearing via email, messages or other written communication including social media;
- Bullying, harassment or intimidation including physical, verbal and sexual abuse on and offline;
- The use of physical aggression towards another adult or child. This includes physical punishment against your own child on school premises;
- Damaging or destroying school property.
- Writing or posting offensive, abusive or defamatory comments about the school or an individual online including social media;
- Displaying disruptive behaviour which threatens or interferes with any of school's operations or activities;
- Approaching someone else's child in order to discuss or chastise them because of their actions towards your own children;
- Any form of discrimination, racist or sexist comments or comments deeming to a person's religion, ethnicity, sex or sexual orientation;
- Threatening members of the school community;
- Smoking on the premises;
- Drinking on the premises (unless authorized by school);
- The possession or taking harmful/ illegal drugs on the premises;
- any other behaviour likely to cause anybody witnessing it (including the recipient) alarm, distress or to fear that violence may be used against them or others.

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

If the parents, carers or visitors' behaviour is unreasonable, permission for them to be on the school premises may be withdrawn and they will become a trespasser.

Unacceptable behaviour will not be tolerated. All members of the school community have a right to expect that their school is a safe place.

If the visitor's behaviour is unreasonable, permission for them to be on the school premises may be withdrawn and they will become a trespasser.

PERMISSION TO ENTER AND BE ON THE SCHOOL'S PREMISES

Parents have "implied permission" to enter and be on the school's premises for reasons relating to their child / children's education. This means that parents are welcome to come to the school to drop off and collect their children, subject to any restrictions that may apply to vehicle access to the site, to speak to teachers and other members of staff about their children, or for meetings, parents' evenings and social events. Parents do not have

a legal right to enter or be on the school's premises without a good reason.

In education law, the term "parent" includes the natural or adoptive parents of a student, as well as a non-parent with care of a student and a non-parent with parental responsibility of a student. For the purposes of this policy only, the term "parent" will also include a non-parent who does not have care of or parental responsibility for a student, but who is involved in looking after a student on a regular basis (for example, a childminder, non-resident partner of a parent or relative who takes the student to or from school, is involved with the care of the student in some other way, or a person whose emergency contact number we have been provided with).

Other visitors also have "implied permission" to enter and be on the school's premises if they have a reason, for example a courier or delivery person, or a member of the public attending the school's office to make enquiries about something. Members of the public without a good reason for entering or being on the school premises are trespassing.

WITHDRAWAL OF PERMISSION TO ENTER AND BE ON THE SCHOOL'S PREMISES

The school has the right to withdraw the "implied permission" for a parent or visitor to enter or be on the school's premises if their behaviour while they were previously on the school's premises was unacceptable. The withdrawal of the "implied permission" will be effective as soon as the parent or other visitor has been told that they must leave and are prohibited from returning, and will be confirmed in writing by recorded delivery if the home address is known. The full procedure that the school will follow is outlined in further detail below.

Once the "implied permission" has been withdrawn, the school will ask the police to remove the parent or visitor if they appear on the school's premises. If the parent or visitor causes a nuisance or disturbance while they are on the school's premises, they may also be prosecuted in the criminal courts under Section 547 of the Education Act 1996, be liable to pay a fine of up to £500.00 and have a criminal conviction recorded against them.

Where a parent has had their "implied permission" to enter and be on the school's premises withdrawn alternative arrangements will need to be made for the parent's children to be dropped off and collected from the school, and in relation to parents' evenings and other meetings.

OTHER CRIMINAL OFFENCES

In addition to the criminal offence under Section 547 of the Education Act 1996 outlined above, unacceptable behaviour by a parent or visitor can also amount to several other forms of criminal offence.

Risk Assessment

A risk assessment has been prepared to protect staff by ensuring:

- On home visits or parents' evenings, teachers and teaching assistants will attend together.
- That individual consultations will take place in an area where staff may summon help if necessary.
- That two members of staff will see a parent together when it is thought that the consultation could be difficult.

Procedures

If an incident arises, the member of staff should follow these procedures:

- Ask the person to leave or invite them to a room away from a crowded area or classroom.
- Ask the Head (or Deputy) for support.
- Explain that the conversation/ meeting will end if the parent/ carer /visitor does not change their behaviour/ language or tone and then end the conversation or meeting if needed.
- In the event of violence or aggression, contact the police using 999.
- Report all incidents to the Headteacher as soon as possible.

After the Incident

The Headteacher will:

- Ask the people who witnessed the incident to make witness reports in writing as soon as possible after the incident
- Make it clear that the reports may be disclosed to the perpetrator and the witness should say whether or not they are prepared for this to happen.
- Consider whether the person should be banned or given a warning letter.
- The Headteacher will discuss this with the Chair of Governors and keep her/him informed. If letter is thought appropriate, a letter will be sent to him or her.
- If a withdrawing the implied permission is appropriate, the Head Teacher will give the parent/ carer or visitor an opportunity to make representations about this to the Chair of Governors before this is confirmed. The Headteacher will write to the parent/carer /visitor informing him/her of the decision to withdraw permission to enter school premises.

The Trust Role

If the incident is of a serious and/or violent nature, the Head and the Trust may agree that correspondence should be sent directly from the Trust Central Team.

Police Assistance

In the event of a parent (or other person) becoming aggressive or violent, schools **should not hesitate to contact the police using 999**. When the situation does not require immediate Police response, but there is prior knowledge of likely trouble, the Head Teacher may contact the local Police Station or the school's Police Liaison Officer for advice.

STEPS TO BE TAKEN IF AN INCIDENT OCCURS

STEP 1: WRITTEN WARNING

If an incident occurs, the headteacher will write to the adult(s) informing them that this conduct is unacceptable. If the headteacher has been subject to abuse this will be done by the Chair or Governors or other appointed governor. NB: Any incidents of violent conduct or extremely aggressive behaviour would immediately proceed to step 3/4. At any stage, the school may report serious incidents of abusive and threatening behaviour to the Trust. The school has a statutory responsibility to report any racist or discriminatory incidents to the Local Authority (See Equality Policy). Any act of actual or threatened violence including extreme aggression will be referred to the police immediately.

STEP 2: FINAL WRITTEN WARNING

If a second incident occurs involving the same person or persons, the Headteacher or an appointed independent governor, will write to the adult(s) giving a final warning that this abusive and threatening behaviour is unacceptable, and that a repetition of this conduct will leave the Headteacher and governors no option but to take further action which will be the withdrawal or permission to enter school premises.

STEP 3: EXCLUSION FROM SCHOOL PREMISES

If such an incident recurs or if an initial incident is considered serious enough, the Head teacher will write to the parents/ carers or visitors informing them of their decision to withdraw permission to enter school premises. The adult will be informed of their opportunity to make written comments to the Chair of Governors (or other appointed governor) who will then reply in writing would enforce or lifting an exclusion from school premises.

STEP 4: REMOVAL BY POLICE

If, following a decision to exclude a person from the school premises, that person persists in entering school premises, they may be removed by the police as a trespasser under Section 547 of the Education Act 1996 and charged with an offence under the Public Order Act 1986.

All parents, even if excluded from school premises, are not excluded from the rights to access to school to discuss their child's education and progress and have a right to seek an appointment to speak to school staff about their child's educational progress.

Example letters:

STEP 1: WRITTEN WARNING

BY RECORDED DELIVERY

[INSERT NAME] [INSERT
ADDRESS] [INSERT POSTCODE]

[INSERT DATE]

Dear ..

I have received a report about your unacceptable conduct on [DATE] at approximately [TIME] when I have been informed that you [SUMMARY OF INCIDENT, INCLUDING EFFECT UPON STAFF, PUPILS OR OTHER PARENTS].

I must inform you that XXXXXXXXXX Primary School will not tolerate conduct of this nature on its premises and will act to defend its teachers, members of staff, students and their parents, and other members of the school community.

I am therefore putting you on notice that, repeated incident(s) of unacceptable conduct from you could lead to the instigation of the school's formal procedure to withdraw your permission to enter or be on the premises of XXXXXXXXXX Primary School.

A copy of the school's Parents, Carers and Visitors Code of Conduct and Behaviour on School Premises Policy is attached for your consideration.

I should warn you that, if your permission to enter or be on school premises is withdrawn, you can be removed from the premises by a police officer and you may be prosecuted under Section 547 of the Education Act 1996. If convicted under that section, you will be liable to a fine of up to £500.00 and have a criminal conviction recorded against you.

If you have any concerns about the school which have led to your unacceptable conduct, you should raise these with the school in accordance with the Trust's Concerns & Complaints Policy, a copy of which is attached for your consideration.

I trust that we will now be able to put this matter firmly behind us.

Yours sincerely,

Headteacher

Example letters:

STEP 2: FINAL WRITTEN WARNING

BY RECORDED DELIVERY

[INSERT NAME] [INSERT
ADDRESS] [INSERT POSTCODE]

[INSERT DATE]

Dear ..

I have received a report about your unacceptable conduct on [DATE] at approximately [TIME] when I have been informed that you [SUMMARY OF INCIDENT, INCLUDING EFFECT UPON STAFF, PUPILS OR OTHER PARENTS].

I must inform you that XXXXXXXX Primary School will not tolerate conduct of this nature on its premises and will act to defend its teachers, members of staff, students and their parents, and other members of the school community.

I am therefore putting you on notice that, if I receive a further report of unacceptable conduct from you, I will have no option but to instigate the school's formal procedure to withdraw your permission to enter or be on the premises of XXXXXXXX Primary School.

A copy of the school's Parents, Carers and Visitors Code of Conduct and Behaviour Policy on School Premises Policy is attached for your consideration.

I should warn you that, if your permission to enter or be on school premises is withdrawn, you will need to make alternative arrangements for drop off and collection of your child or children. If you do not comply you can be removed from the premises by a police officer and you may be prosecuted under Section 547 of the Education Act 1996. If convicted under that section, you will be liable to a fine of up to £500.00 and have a criminal conviction recorded against you.

If you have any concerns about the school which have led to your unacceptable conduct, you should raise these with the school in accordance with the Trust's Concerns & Complaints Policy, a copy of which is attached for your consideration.

I trust that we will now be able to put this matter firmly behind us.

Yours sincerely,

Headteacher

Example letters:

STEP 3: EXCLUSION FROM SCHOOL PREMISES

BY RECORDED DELIVERY

[INSERT NAME] [INSERT
ADDRESS] [INSERT POSTCODE]

[INSERT DATE]

Dear ...

[Further to my letter dated [DATE],]I have received a further report about your unacceptable conduct on [DATE] at approximately [TIME] when it is alleged that you [SUMMARY OF INCIDENT, INCLUDING EFFECT UPON STAFF, PUPILS OR OTHER PARENTS].

I must inform you that XXXXXX Primary School will not tolerate conduct of this nature on its premises and will act to defend its teachers, members of staff, students and their parents, and other members of the school community. I am therefore instructing you that (for a temporary period) you are not to enter or be on the school's premises and you will need to make alternative arrangements for drop off and collection of your child or children.

If you do not comply with this instruction, I shall arrange for a police officer to remove you 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 £500.00 and a criminal conviction will be recorded against you.

The withdrawal of permission for you to enter or be on the school premises takes effect immediately. However, the Chair of Governors will need to decide whether my decision should be confirmed. Before the review of my decision takes place, you have the opportunity to provide in writing any comments or observations of your own in relation to the report of your conduct. These comments may include any expressions of regret on your part and any assurances you are prepared to give about your future good conduct.

To enable the Chair of Governors to review my decision at an early stage, you are asked to send any written comments you wish to make within five school days from the date of this letter, i.e. by [DATE]. The Chair of Governors will review my decision within ten school days of the date of this letter, whether or not any written comments are received from you.

If, after considering your written comments, the Chair of Governors takes the view that my decision should be confirmed, you will be provided with written details of when a further review of the decision will take place.

A copy of the school's Parents, Carers and Visitors Code of Conduct and Behaviour Policy on School Premises Policy is attached for your consideration.

Until the review has taken place, permission to enter the premises is withdrawn. Please make alternative arrangements for your [son][daughter][children] to come to school and be collected at the end of the school day.

If you have any concerns about the school which have led to your unacceptable conduct, you should raise these with the school in accordance with the Trust's Concerns & Complaints Policy, a copy of which is attached for your consideration.

Yours sincerely,

Headteacher

Example letters:

Letter from Chair of Governors upholding the withdrawal of permission

BY RECORDED DELIVERY

[INSERT NAME] [INSERT
ADDRESS] [INSERT POSTCODE]

[INSERT DATE]

Dear ...

On [DATE], the Headteacher wrote to you informing you that [she] had withdrawn permission for you to enter and be on the premises of XXXXXX Primary School following a report of your unacceptable conduct on [DATE].
INSERT IF APPLICABLE { This followed an earlier incidence of unacceptable conduct on [DATE], following which the Headteacher wrote to you warning you that the school's formal procedure for withdrawing your permission to enter or be on the school's premises would be instigated if your unacceptable behaviour was repeated.}

To enable me to determine whether to confirm the decision for a longer period, you were given the opportunity of providing your written comments in relation to the incident by [DATE].

[Insert Either:

As at the date of this letter, I have not received any written comments from you, and I have therefore reviewed the Headteacher's decision on consideration of the documentation I have been provided with by the school only.]

Or:

I received your written comments on [DATE], the contents of which I have carefully considered, together with documentation I have been provided with by the school.

I have determined that the decision to withdraw permission for you to come onto the school's premises should be confirmed.

I am therefore instructing that you are not to enter or be on the school's premises without the prior knowledge and permission of the Headteacher which will only be given for a good reason (for example, a parents' evening or a pre-arranged meeting).

If you do not comply with this instruction, the school will arrange for a police officer to remove you from the premises, and you may be prosecuted under Section 547 of the Education Act 1996. If convicted, you are liable to a fine of up to £500.00 and a criminal conviction will be recorded against you.

Notwithstanding this decision, the Headteacher, other members of staff and the Governing Body remain committed to the education of your [son][daughter][children], who must continue to attend school as normal under the arrangements set out in the letter dated [DATE].

I will take steps to review the continuance of this decision again on [DATE]. In deciding whether it is necessary to extend the withdrawal of permission to enter or be on the school's premises, I will take into account the extent of your compliance with my instruction, any appropriate and sincere expressions of regret and any assurances of future good conduct received from yourself, together with evidence of your co-operation with the school in other respects.

If you wish to provide additional written comments for me to consider when I carry out my further review, please send them to the school to arrive at least five working days before the date of my further review, i.e. by [DATE]. Any such additional comments should be restricted to your conduct since the decision was last confirmed or any new consequences of the decision, and should not repeat comments provided previously of which I am already in possession.

Yours sincerely,

Chair of Governors

Example letters:

Letter from Chair of Governors lifting the withdrawal of permission

BY RECORDED DELIVERY

[INSERT NAME] [INSERT
ADDRESS] [INSERT POSTCODE]

[INSERT DATE]

Dear ...

On [DATE], the Headteacher wrote to you informing you that [she] had withdrawn permission for you to enter and be on the premises of XXXXXX Primary School] following a report of your unacceptable conduct on [DATE].
INSERT IF APPLICABLE { This followed an earlier incidence of unacceptable conduct on [DATE], following which the Headteacher wrote to you warning you that the school's formal procedure for withdrawing your permission to enter or be on the school's premises would be instigated if your unacceptable behaviour was repeated.}

To enable me to determine whether to confirm this decision for a longer period, you were given the opportunity to provide your written comments in relation to this incident by [DATE].

[Insert Either:

As at the date of this letter, I have not received any written comments from you, and I have therefore reviewed the Headteacher's decision on consideration of the documentation I have been provided with by the school only.]

[Or:

I received your written comments on [DATE], the contents of which I have carefully considered, together with documentation I have been provided with by the school.]

I have decided that it is not necessary to confirm this decision on this occasion, and I am therefore restoring to you permission to enter and be on the school's premises, with immediate effect.

I do, however, remain concerned in relation to your conduct on [DATE], and I must warn you that, if there is any repetition of your behaviour, the Headteacher will not hesitate to withdraw permission for you to come on to the school's premises again.

I hope that we can now draw a line under this matter and look forward to an improved relationship between yourself and the school in the future.

Yours sincerely,

Chair of Governors

**Example letters:
Police involvement**

BY RECORDED DELIVERY

[INSERT NAME]
[INSERT ADDRESS]
[INSERT POSTCODE]

[INSERT DATE]

Dear ...

I have received a report about your unacceptable conduct on [DATE] at approximately [TIME] when it is alleged that you entered the premises of XXXXXXXX Primary School and [INSERT SUMMARY OF INCIDENT, INCLUDING EFFECT UPON STAFF, STUDENTS, PARENTS OR OTHER VISITORS].

You have no lawful authority to enter or be on the school's premises, and I must inform you that the school will not tolerate conduct of this nature on its premises and will act to defend its staff, students and their parents, and other members of the school community. I am therefore instructing you that you are not to enter or be on the school's premises in the future and I have contacted the police to inform them of this incident of trespass.

If you do not comply with this instruction, I shall arrange for a police officer to remove you from the school's 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 £500.00 and a criminal conviction will be recorded against you.

Yours sincerely,

Headteacher

INCIDENT REPORT STAFF FORM/ CPOMs log

This includes trespass, nuisance or disturbance on school premises, verbal abuse, sexual or racial abuse, threats, aggression, physical violence and intentional damage to personal property.

This form should be completed as fully as possible (please use a continuation sheet if necessary) or for a member of school staff this information can be recorded directly onto CPOMs. For an incident involving or witnessed by a child, a member of staff should complete the form'CPOMs on their behalf. However, any discussion between one witness and another should not precede completion of the form, as this might lead to allegations of collusion.

Date of incident.....

Time

1. Member of staff reporting incident

Name

Work address (if different from school address).

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Position

2. Personal details of person assaulted/verbally abused (if appropriate)

Name

Work address (if different from school address)/home address (if pupil).

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Job/Position (if member of staff).....

Age Sex

3. Details of trespasser/assailant(s) (if known)

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4. Witness(es) if any

Name

Address.....

Age (approx) Sex

Other information

Relationship between member of staff/pupil and trespasser/assailant, if any.

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5. Details of incident

Type of incident (eg if trespass, was the trespasser causing a nuisance or disturbance and how; if assault, give details of any injury suffered, treatment received etc).

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Location of incident (attach sketch if appropriate).

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Other details: describe incident, including, where relevant, events leading up to it; relevant details of trespasser/assailant not given above; if a weapon was involved, who else was present?

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Outcome: (eg Whether police called; whether trespasser was removed from premises under section 547; whether parents contacted; what happened after the incident; any legal action?).

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6. Other information (to be completed as appropriate)

Possible contributory factors.

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Is trespasser/assailant known to have been involved in any previous incidents YES/NO?

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Give date and brief details of (b) if known.

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Had any measures been taken to try to prevent an incident of this type occurring? If so, what?
Could they be improved?

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If no measures had been taken beforehand, could action now be taken? If so, what?

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reference number, as appropriate.

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Any other relevant information.

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Signed

Dated

INCIDENT REPORT PARENT/CARER/ MEMBER OF PUBLIC FORM

This includes trespass, nuisance or disturbance on school premises, verbal abuse, sexual or racial abuse, threats, aggression, physical violence and intentional damage to personal property.

This form should be completed as fully as possible (please use a continuation sheet if necessary) or for a member of school staff this information can be recorded directly onto CPOMs. For an incident involving or witnessed by a child, a member of staff should complete the form'CPOMs on their behalf. However, any discussion between one witness and another should not precede completion of the form, as this might lead to allegations of collusion.

Date of incident.....

Time

1. DETAILS OF PERSON REPORTING THE INCIDENT

Name

Address

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2. Personal details of person assaulted/verbally abused

Name

Address (school)

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Job/Position (if member of staff).....

Age Sex

3. Details of trespasser/assailant(s) (if known)

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4. Witness(es) if any

Name

Address.....

Age (approx)..... Sex

Other information

Relationship between member of staff/pupil and trespasser/assailant, if any.

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5. Details of incident

Type of incident (eg if trespass, was the trespasser causing a nuisance or disturbance and how; if assault, give details of any injury suffered, treatment received etc).

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Location of incident (attach sketch if appropriate).

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Other details: describe incident, including, where relevant, events leading up to it; relevant details of trespasser/assailant not given above; if a weapon was involved, who else was present?

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Outcome: (eg Whether police called; whether trespasser was removed from premises under section 547; whether parents contacted; what happened after the incident; any legal action?).

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6. Other information (to be completed as appropriate)

Possible contributory factors.

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Is trespasser/assailant known to have been involved in any previous incidents YES/NO?

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Give date and brief details of (b) if known.

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Had any measures been taken to try to prevent an incident of this type occurring? If so, what?
Could they be improved?

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If no measures had been taken beforehand, could action now be taken? If so, what?

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reference number, as appropriate.

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Any other relevant information.

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Signed

Dated