

Policy on Managing Aggressive Behaviour from Parents and Visitors to our School

Statement of principles

The governing body of the Federation of Heavers Farm and Selsdon Primary Schools encourages close links with parents and the community. It believes that pupils benefit when the relationship between home and school is a positive one.

The vast majority of parents, carers and others visiting our school are keen to work with us and are supportive of the school. However, on the rare occasions, when a negative attitude towards the school is expressed, this can result in aggression, verbal and or physical abuse towards members of school staff or the wider school community.

Schools are private property. People do not have an automatic right to enter. Parents, carers and other visitors have an 'implied licence' to come on to school premises at certain times, for instance:

- for appointments
- to attend a school event
- to drop off or pick up younger children

The governing body expects and requires its members of staff to behave professionally in these difficult situations and attempt to defuse the situation where possible, seeking the involvement as appropriate of other colleagues.

All members of staff have the right to work without fear of violence and abuse. We expect parents and other visitors to behave in a reasonable way towards members of school staff. This policy outlines the steps that will be taken where behaviour is unacceptable.

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

- Any kind of insult as an attempt to demean, embarrass or undermine
- Shouting at members of the school staff, either in person or over the



telephone;

- Physically intimidating a member of staff, e.g. standing very close to her/him;
- The use of aggressive hand gestures;
- Physical intimidation, e.g. by standing very close to someone or the use of aggressive hand gestures
- Any kind of threat;
- Swearing;
- Pushing;
- Racist, homophobic, transphobic, sexist language or behaviour;
- Any type of discriminatory language or behaviour;
- Hitting, e.g. slapping, punching and kicking;
- Allegations which turn out to be vexatious or malicious
- Spitting;
- Any aggressive or other inappropriate behaviour towards children;
- Any breach of school's health and safety procedures, policies or plans;
- Breaching the school's security procedures.

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

COVID-19

During the COVID-19 global pandemic, it is more important than ever that we ensure that everyone behaves in a safe way on our school site.

As a result of the COVID-19 pandemic, we have introduced new regulations to keep all members of our school community as safe as possible.

These new regulations include, but are not limited to:

- Adults (over the age of 12) to wear masks on the school site
- Social distancing measures



- Limiting number of parents/carers on school site

Due to the severity of the COVID-19 pandemic, we are especially vigilant about these regulations, and take breaches of these extremely seriously.

Any breaches of our COVID-19 rules and regulations will result in a warning, and can lead to a ban from the school premises.

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

Procedure to be followed

The school's approach to dealing with incidents If a parent/carer/visitor behaves in an unacceptable way towards a member of the school community, the head teacher 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

If a parent, carer or other visitor behaves in an unacceptable way towards a member of the school community, the Executive Headteacher, Head of School or appropriate senior member of 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.

Risk Assessment

The Headteacher 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 Headteacher will consider the following questions:

- What form did the abuse take?
- What evidence is there?
- What do witnesses say happened?
- Are there previous incidents to take into consideration?
- Do members of staff/students feel intimidated by the parent'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 school's action? (low, medium, high)

Where all procedures have been exhausted, and aggression or intimidation continue, or where there is an extreme act of violence, a parent or carer may be banned by the Executive Headteacher from the school premises for a period of time, subject to review.

When proposing to implement a bar the school will do so reasonably, in writing, giving the person concerned a formal opportunity to express their views.

This ban, if immediate, will be provisional until the parent(s) have been given the opportunity to make formal representations. The bar will then be confirmed or removed.

In imposing a ban, the following steps will be taken:

1. The parent, carer or visitor will be informed, in writing, that they banned from the premises, subject to review, and what will happen if the ban is breached, e.g. that police involvement or an injunction application may follow
2. Where an assault has led to a ban, a statement indicating that the matter has been reported to the local authority and the police will be included
3. The chair of governors and LA will be informed of the ban
4. Where appropriate, arrangements for pupils being delivered to, and collected from the school gate will be clarified.

Complaints policy

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

Conclusion



The Local Authority itself may take action where behaviour is unacceptable or there are serious breaches of our home-school code of conduct or health and safety legislation.

In implementing this policy, the school will, as appropriate, seek advice from the Local Authority's education, health and safety and legal departments, to ensure fairness and consistency.

