



Managing Aggressive or Unacceptable Behaviour from Parents and Visitors Policy

Approved by governors - April 2022

To be reviewed – April 2024

STATEMENT OF PRINCIPLES

The Governing Body of Hoyle Court Primary School 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 pupils at the school, members of school staff or the wider school community.

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. However, all members of staff have the right to work without fear of violence and abuse, and the right, in an extreme case, of appropriate self-defence.

We expect parents and other visitors to behave in a reasonable way towards all members of the school community, staff and pupils. This policy outlines the steps that will be taken where behaviour is unacceptable.

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

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

- shouting at members of the school staff or pupils, either in person or over the telephone;
- abusive and or derogatory comments to pupils, school staff, parents or carers; either directly or on social media
- physically intimidating a member of staff, or pupil e.g. standing very close to her/him;
- the use of aggressive hand gestures;
- threatening behaviour;

- shaking or holding a fist towards another person;
- swearing;
- pushing;
- hitting, e.g. slapping, punching and kicking;
- spitting; • racist or sexist comments;
- breaching the school's security procedures

This is not an exhaustive list but seeks to provide illustrations of such behaviour. Unacceptable behaviour may result in the local authority and the police being informed of the incident.

PROCEDURE TO BE FOLLOWED

If a parent/carer behaves in an unacceptable way towards a member of the school community, the Headteacher or appropriate senior staff member will seek to resolve the situation through discussion and mediation. If necessary, the school's complaints procedures will be followed.

Where all procedures have been exhausted, and aggression or intimidation continue, or where there is an extreme act of violence, aggression, racism, or other serious breach, it is within the Headteacher's powers to issue an immediate school premises ban. This ban will be for a period of time and is subject to review.

In imposing a ban the following steps will be taken:

1. The parent/carer will be informed, in writing, that she/he is 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/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.

CONCLUSION

Students learn best when there is a positive partnership between home and school. Whilst every effort will be made to work with parents, this will only be possible where parents behave in an acceptable way.

Unfortunately, where a parent's behaviour is either unacceptable or poses a serious threat it will not be possible to continue working with him/her and, as a final resort, legal action may be taken. The school, or Local Authority, will take action where behaviour is unacceptable or serious and breaches our Home-School Agreement 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.