



Policy on managing aggressive behaviour from parents and visitors to our school

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1. Statement of principles

- 1.1 The governing body of Moorside Community 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.
- 1.2 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.
- 1.3 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.
- 1.4 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.

2. What behaviour is unacceptable?

For the purposes of this policy, unacceptable behaviour is defined as:

- behaviour or language (whether verbal or written – including on social media) that we consider may cause staff to feel intimidated, offended, threatened or abused.
- communication that we consider to be unreasonably demanding, or unreasonably persistent in its frequency, type and nature.

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

- shouting at members of the school staff, either in person or over the telephone;
- physically intimidating a member of staff, eg 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, eg slapping, punching and kicking;
- spitting;
- 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 police being informed of the incident.

3. Incident report

- 2.1 If an incident involving violence, threatening behaviour or abuse does occur then an incident report form (Appendix 1) will be completed by the member of the school community against whom the abuse was directed. In the case of this being a pupil a member of staff may complete the form on their behalf. The pupil should read what has been written agree the contents and sign it. The Local Authority will be informed of violent and aggressive behaviour towards staff via the VA04 form.

4. Procedure to be followed

- 3.1 If a parent/carer behaves in an unacceptable way towards a member of the school community, the head teacher or appropriate senior staff will seek to resolve the situation through discussion and mediation. If necessary, the school's complaints procedures should be followed.
- 3.2 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 governing body or head teacher from the school premises for a period of time, subject to review.

4. In imposing a ban the following steps will be taken:

- 4.1 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, eg that police involvement or an injunction application may follow (model letter at appendix 2).
- 4.2 Where an assault has led to a ban, a statement indicating that the matter has been reported to the police will be included.
- 4.3 Where appropriate, arrangements for pupils being delivered to, and collected from the school gate will be clarified.

This Policy will be reviewed annually.



Appendix 1
Abusive or Threatening Behaviour – Incident Report Form

1. Details

Date of incident:

Day of the week:

Time:

Location:.....

2. Member of staff reporting incident

Name:.....

Position:.....

3. Details of person assaulted / verbally abused

Name:.....

Job / Position (if member of staff):
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4. Details of trespasser / assailant / verbal abuser (if known)

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5. Witness(es) if any

Name:
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Address:
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Other information / relationship between member of staff / abuser if any

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6. Details of incident (please attach witness statement)

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7. Outcome (see policy):

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Has abuser been involved in any previous incidents?

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Name and contact details of police officer involved / incident number:

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Form completed by:

.....

Signed:

Date:

Please return to the Headteacher as soon as possible.

**Appendix 2:
Banning Letter from the governing body to parent/carer**

Send via Recorded delivery

Dear

I have received a report from the head teacher at our school about your conduct on **(enter date and time)**.

(Add factual summary of the incident and of its effect on staff, pupils, other parents.)

I must inform you that the governing body will not tolerate conduct of this nature on its premises and will act to protect its staff and pupils. I am therefore instructing that until **(add date)** you are not to reappear on the premises of the school. If you do not comply with this instruction I may arrange for you to be removed from the premises and prosecuted under Section 547 of the Education Act 1996. If convicted under this section, you are liable to a fine of up to £500.

For the duration of this decision you may bring your son(s)/daughter(s) **(complete as appropriate)** to school and collect them/him/her (delete as appropriate) at the end of the school day, but you must not go beyond the school gate.

In the case of infant children, also insert

Arrangements have been made for your **(delete as appropriate)** son(s)/daughter(s) (insert child/rens names) to be collected, and returned to you, at the school gate by a member of the school's staff.

The withdrawal of permission for you to enter the school premises takes effect straightaway. However, I wish to give you an opportunity to give me in writing any comments or observations of your own in relation to the report which I have received from the head teacher. 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 me to take a decision on this matter at an early point, you are asked to send me any written comments you wish to make by **(state date ten working days from the date of letter)**.

If on receipt of your comments I consider that my decision should be confirmed, or extended, you will be supplied with details of how to pursue a review of the circumstances of your case.

In any event, the decision to withdraw your licence to enter the school premises will be reviewed by **(complete as appropriate)**. That review will take account of any representations that you may have made and of your subsequent conduct.

Yours sincerely

Chair of Governors