

Home Farm Primary School

Our policy on managing aggressive behaviour from parents and visitors to our school

Introduction

1. The Governing Body of Home Farm 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.
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.
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.
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.
5. The following types of behaviour are considered serious and unacceptable and will not be tolerated:
 - Shouting at members of school staff, either in person or over the telephone;
 - Physically intimidating a member of staff, e.g. standing very close to him or her;
 - 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;
 - Breaching the school's security procedures.
6. 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.

The procedures we will follow

7. If a parent, carer, or other visitor behaves in an unacceptable way towards a member of the school community, the Headteacher or appropriate senior staff will seek to resolve the situation through discussion and mediation. If necessary, the school's complaints procedure will be followed.
8. 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 Headteacher from the school premises for a period of time, subject to review.

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

- The parents or carer will be informed, in writing, that he or she is banned from the premises, subject to review. The letter will explain what will happen if the ban is breached – that is, that police involvement or an injunction application will follow.
- 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;
- The chair of the Governing Body and the local authority will be informed of the ban;
- Where appropriate, arrangements for pupils being delivered to and collected from the school gate will be clarified.

Conclusion

10. The local authority itself may take action where behaviour is unacceptable or there are serious breaches of the expected standards of behaviour 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.

11. This policy will be reviewed by the Governing Body every two years, or more frequently if necessary.

This version adopted: 17 June 2014

Next review date: Summer 2016