

DISCOVERY PRIMARY SCHOOL

DISCOVER

PARTICIPATE

SUCCEED!

POLICY ON DEALING WITH AGGRESSIVE PARENTS

1 STATEMENT OF INTENT

The school encourages close links with parents and the community. We believe that students benefit when the relationship between home and school is a positive one.

The vast majority of parents, carers and others visiting the school are keen to work with us and are supportive of the school. However, a tiny minority of parents have a negative attitude towards the school and sometimes, this can result in aggression, verbal and/or physical abuse towards school staff.

The school expects its 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 staff have the right to work without fear of violence and abuse and the right, in extreme cases, of appropriate self-defence.

The school expects parents and other visitors to behave in a reasonable way towards school staff. This policy outlines the steps that will be taken where parents' behaviour is unacceptable.

2 BEHAVIOUR

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

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

- Shouting at school staff, either in person or over the telephone.
- Physically intimidating a member of staff eg standing very close to him/her
- The use of aggressive hand gestures eg two fingers raised
- Threatening school staff
- Shaking or holding a fist towards another person
- Writing abusive comments about a member of staff eg he/she is an idiot
- Pushing
- Hitting, eg slapping, punching or kicking
- Spitting
- Racist or sexist comments
- Breaking the school's security procedures

Unacceptable behaviour will result in Peterborough City Council and the Police being informed of the incident.

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AGGRESSIVE BEHAVIOUR FROM PARENTS AND VISITORS

INCIDENT REPORTING FORM

Name of Perpetrator	Parent <input type="checkbox"/> Name: Visitor <input type="checkbox"/> Gender: M/F
Name of Victim	Staff member <input type="checkbox"/> Student <input type="checkbox"/> Parent <input type="checkbox"/> Other <input type="checkbox"/> Name:

Nature of incident (Please tick or state)

Verbal abuse Intimidating behaviour Refusal to co-operate Physical assault
Racist or sexist comment Incitement of others Breaching security Other.....

Brief description of the incident

Action Taken

Signed.....

Date.....