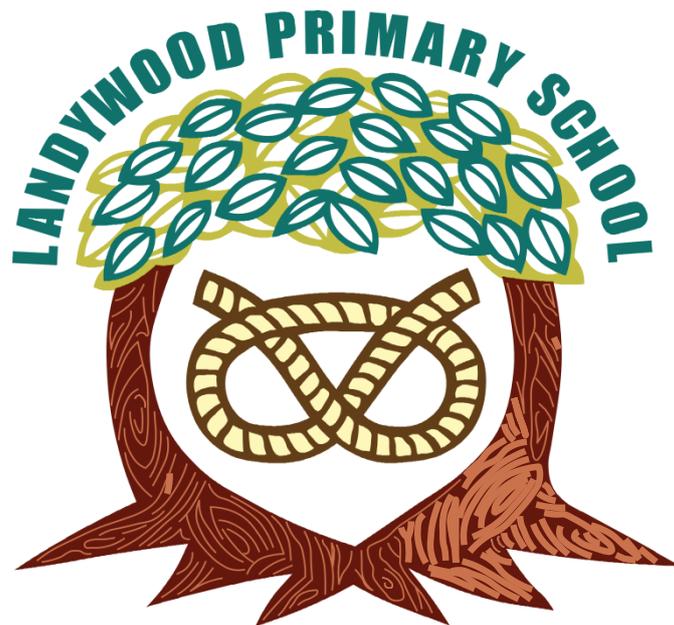


# LANDYWOOD PRIMARY SCHOOL



## **Managing Violent and Abusive Parents, Carers and Visitors Policy**

**February 2018**

### **Statement of principles**

The Governing Board of Landywood Primary School encourages close links with parents, carers and the community. It believes pupils benefit when the relationship between home and school is a positive one. For this reason, we continually welcome and encourage parents or carers to participate fully in the life of the school. To truly create the best outcomes for children requires the relationship between home and school to be based on the principles of care, integrity, trust and mutual respect. The maintenance of this relationship is important to ensure that children and staff are safe and not open to undue distress and anxiety.

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.

In addition to following the guidance set out in our Home School Agreement, we expect visitors to:-

- Understand that both teachers and parents/carers need to work together for the benefit of the children
- Demonstrate that all members of the school community should be treated with respect and therefore set a good example in their own speech and behaviour
- Seek to clarify a child's version of events with the school's view, in order to bring about a peaceful solution to any issue
- Correct their own child's behaviour, especially in public where it could otherwise lead to conflict, aggressive behaviour or unsafe behaviour
- Approach the school to help resolve any issues of concern
- Refrain from sending abusive, threatening or derogatory emails or text/voicemail/phone messages or other written communication
- Refrain from defaming the school or staff character on Facebook or other social networking sites, as this could be deemed libellous and will be reported to the site using the 'report abuse' section and the school will expect any parent/carer to remove such comments immediately. We take very seriously the use of cyber bullying to publicly humiliate a member of our school and we will consider our legal options to deal with any such misuse on social networking and other sites.
- Not bring dogs onto school premises with the exception of assistance dogs
- Smoking or possessing or taking illegal drugs on school premises

### **Managing violent and abusive visitors**

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 that will not be tolerated are as follows:

- 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 them)
- The use of aggressive hand gestures
- Threatening/intimidating/derogatory behaviour

- Shaking or holding a fist towards another person
- Swearing
- Pushing
- Hitting (e.g. slapping, punching and kicking)
- Spitting
- Approaching someone else's child in order to discuss or chastise them because of the actions of this child towards their own child (such an approach to a child may be seen to be an assault on that child and could have legal consequences)
- Breaching the school's security procedures

This is not an exhaustive list; it seeks to provide illustrations of such behaviour. Unacceptable behaviour may also result in the employing body and the police being informed of the incident.

The Governing Board 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, and the right, in an extreme case, of appropriate self-defence.

### **Procedure to be followed**

If a parent/carer behaves in an unacceptable way towards a member of the school community, the Head Teacher will seek to resolve the situation through discussion and mediation. If it's appropriate, the school's complaints procedures should be followed.

Where all relevant procedures have been exhausted and aggression or intimidation continue, or where there is an extreme act of violence, intimidation or threatening behaviour, a parent/carer may be banned by the Head Teacher from the school's premises for a defined period of time.

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

1. The parent/carer will be informed, in writing, that they are banned from the school's premises, subject to review, and what will happen if the ban is breached e.g. police involvement or an injunction application may follow
2. Where an assault has led to a ban, a statement indicating the matter has been reported to the employing body and the police will be included
3. The Chair of Governors will be informed of the ban
4. Where appropriate, arrangements for pupils being delivered to and collected from the school gates will be clarified.

### **Conclusion**

The employing body may take action where behaviour is unacceptable, or there are serious breaches of a Home School Agreement or health and safety legislation. In implementing this policy, the school will, as appropriate, seek advice from the employing body's education, health and safety, and legal departments to ensure fairness and consistency.