

# **Aston All Saints Church of England Primary School**

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

Date of policy: February 2018

Date of next review: February 2020

### Aims:

The Christian ethos is at the heart of all we do in school and underpins all our aims. It is our aim that every member of our school community feels valued and respected and that each person is treated fairly and well. We are a caring community, whose values are built on mutual trust and respect for all. This policy is designed to support the way in which all members of the school live and work together in a supportive way. It aims to promote an environment where everyone feels happy, safe and secure.

### Principles:

The governing body of Aston All Saints Church of England Primary School encourages close links with parents, school families and the local community. It strongly believes that children benefit when the relationship between home and school is a positive one.

The vast majority of parents, carers and other visitors to our school are keen to work with us and are extremely supportive of the school. However, on very rare occasions when a negative attitude towards the school is expressed, this can result in aggression, verbal and or physical abuse towards members of staff, children, parents, grandparents or carers or members of the wider school community.

The governing body expects and requires all 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.

We expect parents, grandparents and other visitors to behave in a reasonable way towards **all** members of our school community.

This policy outlines the steps that will be taken where behaviour is unacceptable.

Procedure to be followed:

If a parent/grandparent or carer behaves in an unacceptable way towards a member of the school community, the Head Teacher or member of the school leadership team will seek to resolve the situation through discussion and mediation. If necessary the school's complaints procedure will be followed. Where all procedures have been exhausted, and aggression and intimidation continue, a parent, grandparent or carer may be banned, by the Head Teacher, from the school premises for a period of time, subject to review within a reasonable timescale [*DFE Guidance on School Security: Access to, and barring of Individuals from, school premises. December 2012*].

In imposing a ban the following steps will be taken:

1. The parent/grandparent or carer will be informed, in writing, that he/she is banned from the premises, subject to review, and what will happen if the ban is breached eg that police involvement may follow
2. Where an incident has led to a ban, a statement indicating that the matter has been reported to the relevant authorities will be included
3. The Chair of Governors and LA will be informed
4. Where appropriate, arrangements for children being delivered to, and collected from the school gate will be clarified
5. A timescale will be agreed with the governing body to review the ban within a reasonable timescale as outlined in the *DFE Guidance December 2012*.

Conclusion

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.

Signed .....  
Chair of Governing Body

Date .....

Signed.....Parent/carer

Child's name .....

Date.....