

Rakegate Primary School



Managing aggressive
behaviour from
parents/carers and
visitors Policy

Rakegate Policy for managing aggressive behaviour from parents/carers and visitors to our school

Statement of principles

The governing body of Rakegate Primary School encourages close links with parents/carers and the community. It believes that pupils benefit when the relationship between home and school is a positive one. 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 an unwarranted negative attitude towards the school is expressed, this can result in aggression, verbal and or physical abuse towards members of school staff, other parents/carers, Governors or the wider school community. 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.

We expect parents/carers and other visitors to behave in a respectful and reasonable way towards members of school staff, other parents/carers, Governors and the wider school community. This policy outlines the steps that will be taken where behaviour is unacceptable.

Examples of 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;*
- *shouting at other parents/carers, Governors and the wider school community;*
- *physically intimidating anyone e.g. standing very close to her/him;*
- *physical assault, e.g. pushing; hitting, slapping, punching and kicking;*
- *the use of aggressive hand gestures;*
- *threatening to make a physical assault;*
- *threatening language/communication e.g. emails/behaviour;*
- *shaking or holding a fist towards another person;*
- *swearing;*
- *spitting;*
- *continually harassing members of staff, other parents/carers, Governors and the wider school community over a period of time;*
- *making inappropriate remarks about other children and families within our school community;*
- *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 local authority and the police being informed of the incident.

Procedure to be followed

If a parent/carer or member of the public behaves in an unacceptable way towards a member of the school community then the Headteacher or appropriate senior staff member will seek to resolve the situation through discussion and mediation. If necessary, the parent/carer will be directed to the school's complaints procedure. A record of the unacceptable behaviour will be kept by the Headteacher.

Where all procedures have been exhausted, and aggression or intimidation continue, or where there is an extreme act of violence, the Headteacher will contact Elaine Shepherd at the Local Authority (Tel: 01902 555101) and a Section 547 notice will be issued which will ban parents from the school premises for a period of time, subject to review.

In imposing a ban the following steps will be taken:

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, e.g. that police involvement or an injunction application may follow
2. 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
3. The chair of governors/LA will be informed of the ban
4. Where appropriate, arrangements for pupils being delivered to, and collected from the school gate will be clarified.

Conclusion

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

Approved by Governing Body:

Signed: _____ Chair of Governors

Signed: _____ Headteacher

Date: _____