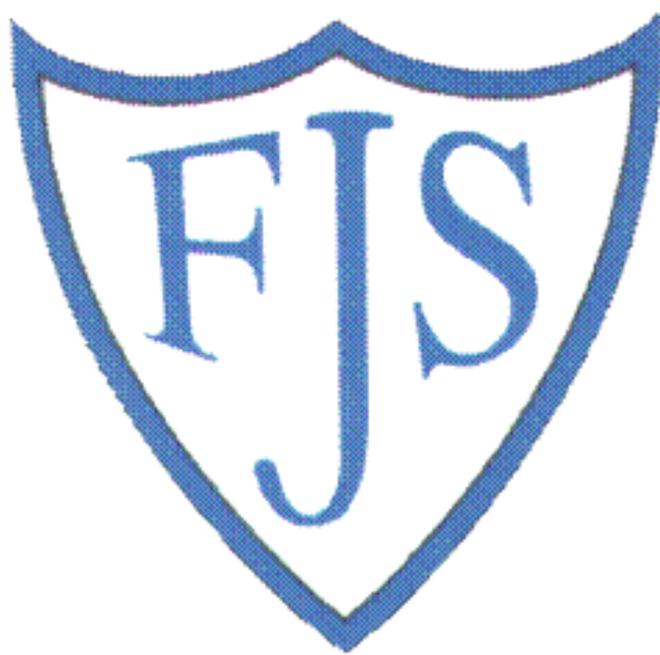


Forefield Junior School



Managing Aggressive Behaviour from Parents/Visitors

**March 2018
Review 2019**



Policy on Managing Aggressive Behaviour from Parents/Visitors to our School

Statement:

The Governing Body of Forefield Junior 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. We actively welcome the support of parents and encourage them to play an active role in school - especially during our Open Days, Class Assemblies and Parents' Evenings.

On rare occasions, a parent/visitor may express a negative opinion/attitude which leads to aggression, verbal and or physical abuse towards a member of staff 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 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 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, unacceptable and will not be tolerated:

- * shouting at members of staff, either in person or on the telephone
- * physically intimidating a member of staff, e.g. standing too close
- * the use of aggressive hand gestures
- * threatening behaviour
- * shaking or holding a fist towards another person
- * swearing
- * pushing
- * hitting, slapping, punching or kicking
- * spitting
- * 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 behaves in an unacceptable way towards a member of the school community, the headteacher or appropriate senior leader will seek to resolve the situation through discussion and mediation. If necessary, the school's complaints procedures should be followed. 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.

Before introducing a ban, a letter will be sent to the parent/carer from the Governors inviting a written response that includes 'expressions of regret' and 'assurances of future good conduct.' Should a suitable apology be forthcoming, Governors will respond with a suggestion to 'move on' and 'put the matter behind us.'

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

- 1) The parent/carer will be informed, in writing, that (s)he is banned from the premises, subject to review, and what will happen if the ban is breached, eg police involvement or injunction application.
- 2) Where an assault has led to a ban, a statement indicating that the matter has been reported to the LA and 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 LA itself may take action where behaviour is unacceptable or there are serious breaches of our codes of conduct/health & safety legislation. In implementing this policy, the school will, as appropriate, seek advice from the LA's education, health and safety and legal departments, to ensure fairness and consistency.

This policy will be reviewed annually.

Signed: _____ Date: _____

Chair of Governing Body

Incident Report Form:

| | |
|---|--|
| Date/Time of incident: | |
| Person Reporting: | |
| Date reported: | |
| Recorded by: | |
| Name of person causing the incident: | |
| Status: | |
| Description of incident: | |
| Witnesses: | |
| Initial Action/Outcome: | |
| Further action? | |
| Linked incidents? | |