



MANAGING AGGRESSIVE BEHAVIOUR FROM PARENTS AND VISITORS POLICY

Date
13.03.18

Statement of Principles.

The Governing Board of Scott Primary 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. 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 or physical abuse towards members of school staff or the wider community. The Governing Board expects and requires 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 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 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

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
- Physically intimidating a member of staff, e.g. standing very close to him/her
- The use of aggressive hand gestures
- Threatening behaviour
- Shaking or holding a fist towards another person
- Swearing
- Pushing
- Hitting e.g. slapping, punching and 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 Head Teacher or appropriate senior staff member will seek to resolve the situation through discussion and mediation. If necessary, the school's complaints procedures should be followed. Where procedures have been exhausted, and aggression or intimidation continues, or where there is an extreme act of violence, a parent or carer may be banned by the Head Teacher from the school premises for a period, subject to review. In imposing the ban, the following steps will be taken:

1. The parent/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, 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 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 our school codes of conduct or health and safety legislation. In implementing this policy, the school, will as appropriate, seek advice from the Local authority education and health and safety departments, to ensure fairness and consistency.

This Policy will be reviewed annually.

Equal Opportunities

There is a commitment to inclusive practice. Inclusion is the responsibility of everyone in the school. **The Special Educational Needs and Disability Act 2010** provide a revised statutory framework for inclusion. It strengthens the right of children with SEN to attend a mainstream school, unless their parents choose otherwise or if this is incompatible with “efficient education for other children” and there are no “reasonable steps” which the school and LEA can take to prevent that incompatibility. Alongside the act, the Equality Act 2010 places new duties on schools not to treat disabled pupils less favourably than others and to make “reasonable adjustments” to ensure they are not disadvantaged. At Scott we strive to ensure that all children have access to teaching and learning that is appropriate to their needs.