



Howard Primary School

Policy for managing aggressive behaviour from parents and visitors to our school policy.

Review Date: 03rd Oct 2018

Signed by: _____ (Head Teacher)

_____ (Governor)

Name of Committee: Staff and Student Welfare Committee

Next Review Date: Autumn 2019

Policy for managing aggressive behaviour from parents and visitors to our school policy.

Statement of principles

At all times the staff and the governing body of Howard Primary School encourages close links with parents and the whole school community. We strongly believe that pupils benefit when the relationship between home and school is a positive one.

At Howard the vast majority of parents/carers and others visiting our school are keen to work with us and are supportive of the school. However, there are a few rare occasions when a negative attitude towards the school is expressed, and this can result in aggression, verbal and/or physical abuse towards members of school staff, other parents, pupils or the wider school community.

As a UNICEF Rights Respecting School the Head Teacher and governing body of Howard Primary School expects everyone in the school community to uphold our 5C's (Consideration, Courtesy, Co-operation, Commitment and Care). There is an expectation that at all times members of staff will behave professionally in difficult situations and attempt to defuse any situation that might arise, by seeking the support and involvement, as appropriate, of other colleagues. However, all members of staff, pupils and parents have the right to work or visit our school without fear of violence and abuse of any sort. We expect parents and other visitors to behave in a reasonable way towards members of school staff and each other. This policy outlines the steps that will be taken where on the rare occasion behaviour is unacceptable.

Types of behaviour that are considered serious and unacceptable and will not be tolerated:

- shouting at members of the school staff, another parent or pupil either in person, over the telephone or using electronic tools such as computers;
- physically intimidating a member of staff, parent or pupil, e.g. standing very close to her/him;
- 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 that will not be tolerated at Howard Primary School.

Unacceptable behaviour may result in the Head Teacher banning someone from the school grounds for a set period of time and in extreme cases the local authority and the police being informed of the incident.

If a parent/carer or visitor to Howard behaves in an unacceptable way towards a member of staff or anyone in the school community, the head teacher or an appropriate senior member of staff will seek to resolve the situation through discussion and mediation. Should all avenues be exhausted, but the aggression or intimidation continues, or where there is an extreme act of violence or aggression, a parent/carer or visitor may be immediately banned by the head teacher from the school premises for a set period of time, subject to review.

In imposing a ban the following steps will be taken:

The parent/carer, visitor 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.

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

The chair of governors/LA will be informed of the ban.

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 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.

This policy was reviewed and approved by governors 03/10/2018