Managing Aggressive Behaviour from Parents/Carers and Visitors

November 2025/26

Article 3 (best interests of the child) The best interests of the child must be a top priority in all decisions and actions that affect children.

The Headteacher, staff and 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 and value our strong relationships with parents and carers.

The majority of parents/carers and others visiting Howard Primary are keen to work with the school in the best interests of their child and are supportive of us. We expect parents and other visitors to behave in a polite and respectful manner towards all members of the school community, including members of school staff and each other.

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

Expectations

As a UNICEF Rights Respecting School the Head Teacher and Governing Body of Howard Primary School expects everyone in the school community to uphold and demonstrate our Core Values – **Be Kind, Be Safe, Be Respectful, Be Prepared.**

There is an expectation that 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.

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.

Unacceptable Behaviour

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, visitor, 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;
- any physically abusive or violent behaviour (i,e pushing, hitting, slapping, punching, kicking etc);
- 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 initially 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 and Croydon Local Authority will be informed of the ban.

Where appropriate, arrangements for pupils being delivered to, and collected from the school gate will be clarified.

Local Authority (LA)

The LA 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 LA's education, health and safety and legal departments, to ensure fairness and consistency.

Equality Statement

At Howard Primary School, our Core Values of **Be Kind, Be Safe, Be respectful, and Be Prepared,** are the qualities we display to create unity and cohesion across our whole school community.

Our school community is united in our conviction that all forms of discrimination, including racism, have no place within our community and in society as a whole. We all have a responsibility to stand up and speak out when we see something we know is wrong. Such ant-discriminatory practices and behaviours need to be firmly ingrained in our everyday lives.

At Howard Primary School, we will always teach our pupils about equality and this remains an integral part of our curriculum. We ensure that we always celebrate diversity, promote equality, demonstrate respect and stand together to challenge all forms of discriminatory language and behaviour.

We understand that education is a powerful instrument in building an informed, accepting and peaceful society and use our curriculum to tackle issues of racism and inequality. We regularly review our curriculum and policies to ensure that, in all aspects of school life, we uphold, reflect and practice the values of inclusivity, diversity and equality.

Links to other policies

This policy should be read in conjunction with the following policies and documents:

- Safeguarding and Child Protection policy
- Promoting Positive Behaviour policy
- Parent / Carer / Visitor Code of Conduct

Policy Monitoring and Review

This policy will be reviewed every three years, or sooner if necessary.

Signed:_____

Print Name:_____

Date:_____