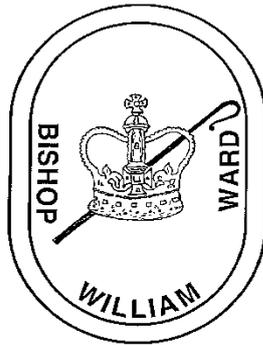


The Bishop William Ward C of E (VA) Primary School

**Policy on managing aggressive behaviour
from parents and visitors
to our school.**



Ratified by Resources Committee: 12th March 2018

Next Review Date: Spring term 2019

1. Statement of principles

1.1 The governing body of The Bishop William Ward C of E (VA) 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.

1.2 The vast majority of parents, carers and others visiting our school are keen to work with us and are supportive of the Bishop William Ward C of E (VA) Primary School (hereinafter referred to as the 'School'). However, on the rare occasions when a negative attitude towards the School is expressed, this can result in aggression, verbal and or physical abuse towards members of school staff or the wider school community.

1.3 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.

1.4 We expect parents and other visitors to behave in a reasonable way towards members of school staff and governors. This policy outlines the steps that will be taken where behaviour is unacceptable (please see paragraphs 2.1-2.5).

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

- shouting at members of the school staff or governors, either in person or over the telephone;
- physically intimidating a member(s) of staff or governor(s), e.g. standing very close to her/him;
- the use of aggressive gestures;
- threatening, slanderous or defamatory behaviour, verbally or in written format including electronic and within social media forums;
- shaking or holding a fist towards another person;
- swearing;
- physical assault such as pushing, shoving, hitting, slapping, punching, spitting and kicking;
- breaching the school's security measures.

This is purely a non-exhaustive list but seeks to provide illustrations of the behaviours to which this policy applies.

1.6 At the School's sole discretion, unacceptable behaviour may result in the local authority and/or the police (or other relevant responsible body) immediately (or within a suitable timeframe) being informed of the incident.

2. Procedure to be followed

2.1 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 in the first instance seek to resolve the situation through discussion and (if appropriate), mediation.

2.1.1 Where the nature of the unacceptable behaviour is so sufficiently serious as to

- (i) render discussion and (if appropriate), mediation unfeasible (as per para 2.1 above): and/or
- (ii) require police intervention;

the head teacher, or appropriate senior staff member will immediately or within an appropriate time scale liaise directly with all relevant authorities to address the relevant behaviour.

2.2 Where the discussion and (if appropriate), mediation (as per para 2.1 above) entered into between the School and the parent/carer identifies that there is a viable non-vexatious complaint that needs to be advanced, the School's complaints procedures should be followed.

2.3 Where the steps identified at paragraphs 2.1-2.2 (above) have been exhausted, and:

- (i) in the event that aggression or intimidation continue/recommence; or
- (ii) where there is an extreme act of violence,

a parent or carer may at the sole discretion of the head teacher, be banned from the School premises for a period of time, subject to review.

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

- a) The parent/carer will be informed, in writing (which shall be sent via electronic or hard copy format), that she/he is banned from the premises, subject to review, and what will happen if the ban is breached, e.g. that further police involvement or an injunction application may follow;
- b) 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;
- c) The Chair of Governors/LA, and where appropriate the full governing body, will be informed of the ban;
- d) Where appropriate, arrangements for pupils being delivered to, and collected from the school gate will be clarified.

2.5 For the purposes paragraph 2.3 of this policy, where the Head teacher is unavailable the deputy head teacher or appropriate senior member of staff may exercise the powers of the head teacher, preferably in consultation with the Chair of Governors.

3. Conclusion

3.1 The local authority itself may at its sole discretion take action where behaviour is unacceptable or there are serious breaches of appropriate conduct or health and safety legislation.

3.2 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.

3.3 This Policy will be reviewed annually.

Signed

Chair of Governing Body

Date: 12/3/18