



ST ALBAN'S CE (AIDED) PRIMARY SCHOOL

"Inspired to make a difference in God's world with excellence and love"

Managing abusive/threatening parents/carers or visitors

DOCUMENT INFORMATION			
Responsibility:	Headteacher	Reviewed by:	Resources Cttee
Last Review:	May 2023	Next Review:	May 2026
Review Cycle:	3 yearly		

1. Statement of principles

The ethos of St Alban's CE Aided Primary School encourages close links with parents and the community. The staff and governors believe 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 and or physical abuse towards members of school 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 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 and has been based on guidance issued by the NAHT union.

2. Behaviour

Types of behaviour (whether in person, online or over telephone and so on) that are considered serious and unacceptable and will not be tolerated:

- shouting at members of the school staff, parents or children either in person or over the telephone
- physically intimidating a member of staff, parent or child e.g. standing very close to her/him;
- the use of aggressive hand gestures (including pointing, snapping fingers at staff, raising one or two fingers)
- threatening behaviour
- refusing to leave until certain demands have been met (e.g. when staff are unable to provide what has been demanded such as an immediate appointment with a staff member)
- shaking or holding a fist towards another person
- swearing
- using abusive/ offensive language
- writing/saying abusive comments about a member of staff e.g. he/she is an idiot
- defamatory/negative comments about individuals posted online
- pushing
- hitting, e.g. slapping, punching and kicking
- spitting
- racist, sexist, homophobic or transgender comments
- breaching the school's security procedures
- making vexatious or malicious complaints/allegations (including those posted online)
- demanding excessive or immediate meetings with staff members.

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.

3. Procedure to be followed

Staff will always attempt to seek to resolve difficult situations, and are skilled in defusing many of these. However if the behaviour of a parent/carer/visitor is unacceptable (e.g. intimidating, threatening or aggressive) towards any member of the school community (in person/by telephone/in writing) any interaction will be terminated immediately and the person will be instructed to leave the premises. Further action may be taken by the school.

The member of staff will document the incident and report the matter to the Headteacher. A written account may also be completed in cases where other members of the school community, for example parents, report unacceptable behaviour.

Visitors/parents who are aggressive, but not already in the main body of the building, must not be brought into the school past the coded main door at the end of the school reception area. Staff are strongly advised in these situations to ask the visitor to leave and to arrange another appointment at a time when they may be calmer.

If the visitor refuses to leave the premises, staff will contact the police, removing themselves immediately from the area.

If necessary, the school's complaints procedures should be followed if visitors/ parents have a concern.

4. Barring parents/visitors from the school

Where inappropriate conduct, aggression or intimidation continue, or where there is an extreme act of violence, a visitor/parent or carer may be banned by Head Teacher from the school premises for a period of time, subject to review as defined in section 547 of the Education Act (1996). In imposing a ban the following steps will be taken:

1. The school may in the first instance warn the visitor/parent that they are minded to ban them and seek reassurance about future behaviour. If reassurance is not forthcoming, then the school will proceed as in 2 below including details of how long the ban will last. Depending on the severity of the offence, the school may impose an immediate ban as in 2 below.
2. The visitor/parent/carer 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.
3. 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.
4. Where appropriate, arrangements for pupils being delivered to, and collected from the school gate will be clarified.

5. Conclusion

The Governing Body and/or the Local Authority itself may take action where behaviour is unacceptable or there are serious breaches of our home-school code of conduct or health and safety legislation.

In implementing this policy, the school will, as appropriate, seek advice from the Local Education, to ensure fairness and consistency.