



Queen's Croft High School

MANAGING AGGRESSIVE BEHAVIOUR FROM PARENTS AND VISITORS POLICY

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Statement of Principles

The governing body of Queen's Croft High 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 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.

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

- 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 her/him
- The use of aggressive hand gestures
- Threatening behaviour
- Shaking or holding a fist towards another person
- Swearing
- Pushing
- Hitting, 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 headteacher 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 all procedures have been exhausted, and aggression or intimidation continue, or where there is an extreme act of violence, a parent or carer may be banned by the headteacher from the school premises. This will be subject to review periodically at the discretion of the headteacher.

In imposing a ban the following steps will be taken:

1. The 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
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. Advice will be sought as appropriate from the Local Authority Designated Officer for Safeguarding, Education Safeguarding Advice Service or First Response in relation to any child protection implications from the behaviour of the visitor or parent
4. The Chair of Governors and LA will be informed of the ban
5. Where appropriate, arrangements for pupils being delivered to and collected from the school gate will be clarified

Conclusion

It is extremely rare for occasions to arise that require the implementation of procedures outlined in this policy. However, the governors will take all appropriate and necessary steps to ensure that staff and pupils are safe in school.

This Policy will be reviewed annually.