

Policy Document**Policy on Managing Aggressive Behaviour from
Parents and Visitors to our Academy****Statement of Intent**

Stanchester Academy encourages close links with parents and the community. We believe that students 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 school staff.

Our school expects and requires its 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 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 school staff. This policy outlines the steps that will be taken where behaviour is deemed to be unacceptable.

Context

Sometimes aggressive or abusive behaviour from a parent or visitor can present a risk to staff and students. School premises are private property and parents will generally have permission from the school to be on school premises. However, in cases of abuse or threats to staff, students or other parents, school may ban parents from entering the school site.

It is also an offence under section 547 of the Education Act 1997 for any person (including a parent) to cause a nuisance or disturbance on school premises. The police may be called to assist the school in removing parents and the Governing Body may also authorise a person to remove a person if they have reasonable cause to believe that the person is causing a nuisance or disturbance.

Policy Document**Types of behaviour that are considered serious and unacceptable and will not be tolerated**

This is not an exhaustive list but seeks to provide illustrations of such behaviour which can be displayed in person or, in some cases, over the telephone or via email:

- Shouting or swearing at school staff, either in person or over the telephone
- Verbally or physically threatening or intimidating school staff, either in person, over the telephone and via email or social media
- Intimidating or physically challenging a member of staff, e.g. standing very close to her/him
- The use of aggressive hand gestures
- Shaking or holding a fist towards another person
- Physical contact with a member of staff, e.g. pushing hitting slapping, punching or kicking
- Spitting
- Racist, sexist, offensive or other inappropriate comments
- Breaking the school's security procedures

Unacceptable behaviour will result in the Principal, Governing Body and in some cases the Academy Solicitors being informed of the incident. In more serious cases this may also result in the Police being informed.

Procedures to be followed

In all cases, the member of staff concerned will be required to complete an Incident Report form (see Appendix A).

When a parent or member of the public behaves in an unacceptable way towards a member of the school staff over the telephone, the member of staff will politely terminate the telephone conversation.

If a parent or member of the public behaves in an unacceptable way towards a member of school staff via email the email will be passed to a senior member of staff. The parent may be informed that they are no longer to contact a member of staff via email and if they continue to do so emails will be recorded but not responded to.

If a parent or member of the public behaves in an unacceptable way in person on the school premises or in the vicinity of the school, the member of staff will politely terminate the conversation and ask the person to leave the premises.

If a parent or member of the public behaves in an unacceptable way towards a member of staff in the vicinity of the school, the member of staff will politely terminate the conversation and walk away.

In all cases, the member of staff will report their concerns to a member of the Senior Leadership Team, who in less serious cases will seek to resolve the situation through discussion or mediation. If necessary, the school's complaints procedure should be

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followed. In more serious cases, or when previous concerns continue, a parent or carer may be banned from the school premises for a period of time, subject to review.

Prior to being banned the following steps will be taken:

1. The parent/carers 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 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 Police will be included
3. The Chair of Governors will be informed of the ban
4. Where appropriate, arrangements for students being delivered to, and collected from the school will be clarified.

In implementing this policy, the school will, as appropriate, seek advice from the appropriate health and safety and legal departments, to ensure fairness and consistency.

Incident Report Form

(Includes trespass, nuisance or disturbance on school premises, verbal abuse, sexual or racial abuse, threats, aggression, physical violence and intentional damage to personal property).

This form should be completed as fully as possible. Please confine your information to matters of fact; you should expect that this form would be made available to any interested person. A member of staff should complete the form for an incident involving or witnessed by a pupil. Please use continuation sheet if necessary.

1. Date, time and place of incident:

2. Name of member of staff or other person reporting incident

3. Personal details of person assaulted/verbally abused (if appropriate)

4. Details of trespassers/assailant(s) (if known)

5. Witness (es) if any:

6. Other Information

Relationship between member of staff/pupil and trespasser/assailant, if any

7. Details of incident

- a) Type of incident (e.g. if trespass, was the trespasser causing a nuisance or disturbance and how, if assault, give details of any injury suffered, treatment received etc.
- b) Location of incident (attach sketch if appropriate)
- c) Other details: describe incident, including, where relevant, events leading up to it; relevant details of trespasser/assailant not given above; if a weapon was involved, who else was present.

8. Outcome:

(E.g. whether police called; whether trespasser was removed from premises under section 547 Education Act 1996; whether parents contacted; what happened after the incident; any legal action)

Signed

Date

Please forward to the Principal. Further detail may be provided below (attach additional sheets as required)