

St Luke's Halsall C.E Primary School



Managing Parents/Visitors Aggressive Behaviour Policy

Statement:

The Governing Body of St Luke's Halsall C.E Primary School encourages close links with parents and the local community. It believes that pupils benefit when relationships between home and school are positive. We actively welcome the support of parents and carers and encourage them to play an active role in school – especially during our open days, class assemblies and parents' evenings.

On rare occasions, a parent/visitor may express a negative opinion/attitude which leads to aggression, verbal and/or physical abuse towards a member of 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 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 (including those in loco parentis – e.g. grandparents/carers) and other visitors to behave in a reasonable way towards members of school staff. Our school expects everyone to:

- Support and reflect the school's Christian Values – especially by showing respect to others
- Work together for the good of the children
- Work with any staff members to resolve any issues
- Clarify their child's version of events with the school to bring about a peaceful resolution to any issues
- Correct children's behaviour appropriately, particularly in the school grounds where it could otherwise lead to conflict or aggressive/unsafe behaviour
- Respect the school's property/environment by keeping it clean and tidy
- Follow parking laws and show consideration to neighbouring properties when dropping-off/collecting pupils
- Dress in an appropriate manner when on the school premises and attending school events

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

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

- Using foul, abusive or offensive language
- Raising voice/shouting inappropriately at another individual
- Making racist or sexual comments
- Using aggressive hand gestures, e.g. raising fists/fingers
- Discriminating against any member of the school community, including pupils, staff, governors and other parents
- Bullying, harassment or intimidation, including physical, verbal and sexual abuse offline and online including psychological harassment and vexatious behaviour which is humiliating for the individual and is damaging to their self-esteem
- Sending abusive or threatening messages, emails or other communications to any member of the school community including pupils, staff, governors and other parents
- Trespassing on school property without prior permission or implied licence
- Causing intentional damage to school property
- Breaching the school's security procedures
- Using physical violence on the school premises or towards a member of the school community
- Physically intimidating an individual – including standing too close
- Writing or posting abusive, offensive or defamatory comments about an individual or the school, including on social media
- Posting content on social media that is damaging to the school's reputation
- Displaying disruptive or other inappropriate behaviour which interferes threatens to interfere with any of the school's operations or activities
- Approaching another parent or pupil to discuss or reprimand them because of an issue between pupils
- Threatening any member of the school community in any way
- Arriving on the school premises partially clothed

- Smoking on the school premises
- Taking illegal or harmful drugs while on the school premises
- Drinking alcohol on the school premises (except where events are held with a relevant licence)
- Taking photographs/videos on the school premises without permission from the school
- Driving unsafely within the vicinity of the school

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 any such incident.

Procedure to be followed:

If a parent/carer is behaving inappropriately, a report will be made to the headteacher, or the most senior member of staff available in their absence, who will decide on the most appropriate course of action.

Parents should raise concerns regarding another parent's behaviour or conduct directly with their child's class teacher or a senior leader and not approach the parent themselves.

Instances of inappropriate behaviour will be managed in a variety of ways, depending on the severity of the situation.

If a parent/carer or visitor behaves in an unacceptable way towards a member of the school community the headteacher or appropriate senior leader 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, further actions may be required.

This action, depending on the situation, could include the following:

- Barring the parent from the school premises

- Contacting the police
- Seeking legal redress through the courts
- Restricting the parent's channels of communication to the school, e.g. no longer allowing the parent to send emails to a staff member directly
- Reporting content the parent has posted online to the website's admin
- Referring the case to children's social care, where the behaviour indicates that the parent poses a risk to children

Any child protection/safeguarding concerns will be addressed in accordance with the school's Child Protection and Safeguarding Policy.

The school reserves the right to escort anyone off the premises who is displaying aggressive or disruptive behaviour.

The police may be contacted to provide advice on managing an incident or to assist in the removal of an individual if necessary.

The police will be contacted where a parent/carer is being violent or has committed assault, or where the event has caused harm to an individual.

If a parent has previously been barred from the premises, or has exceeded their implied access to the premises and is causing a disturbance, the police will be contacted to remove the individual from the premises.

If concerns are raised in relation to the dress/appearance, personal factors will be taken into consideration, on a case-by-case basis, when addressing the concern.

If a parent or carer persistently displays unacceptable and inappropriate behaviour, this may result in them being barred from the school premises.

A parent or carer may be banned by the headteacher from the school premises for a period of time, subject to review. The school has the right to bar a parent/carer/visitor from the premises to keep the school community safe.

If someone is displaying inappropriate or concerning behaviour, they will be asked to leave the school premises.

Barring:

In more severe cases, determined on a case-by-case basis, the school may bar a parent temporarily, until the parent has had the opportunity to formally present their side or inform the parent that they intend to bar them and invite them to present their side.

The parent/carer will be informed, in writing including via email, that (s)he/they is banned from the premises, subject to review, and what will happen if the ban is breached, e.g. police involvement or injunction application. The letter will include the reasons for the bar/potential bar, the nature of the bar and their right to formally express their views in writing to the Chair of Governors within 10 working days.

The Chair of Governors will review the ban, considering any representations made by the parent and decide whether to confirm or lift the bar. If the decision is confirmed, the parent will be notified in writing, explaining:

- How long the bar will be in place and when the decision will be reviewed
- Where appropriate, arrangements for pupils being delivered to and collected from the school gate will be clarified

Barring decisions will be reviewed at the end of the agreed timescale.

Following a review, the bar may be lifted, or if there are grounds for continued concern regarding the parents conduct, it may be extended.

Once the appeal process has been completed, parents that remain barred may be able to apply to the Civil Courts. If a parent wishes to exercise this option, they should seek independent legal advice.

This policy will be reviewed annually and made available on the school's website.

Signed:
Chair of the Governing Body

Date:

Incident Report Form

Date/Time of incident:	
Person Reporting:	
Date reported:	
Recorded by:	
Name of person causing the incident:	
Status:	
Description of incident:	
Witnesses:	
Initial Action/Outcome:	
Further Action:	
Linked Incidents:	