



Managing aggressive behaviour from parents

Author/owner: Principals/Directors

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Statement of Principles

The Three Saints Academy Trust 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 our schools. However, on the rare occasions when a negative attitude expressed, this can result in aggression, verbal and or physical abuse towards members of staff or the wider school community.

The Trust 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 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:

- shouting at members of the school staff, either in person or over the telephone
 - physically intimidating a member of staff, eg 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, e.g. 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 Trust taking legal action and the police being informed of the incident or the license to enter school ground being revoked.

Procedure to be followed

If a parent/carer behaves in an unacceptable way towards a member of the school community, the head teacher or appropriate senior staff will seek to resolve the situation through discussion and mediation. If necessary, the Trust's complaints procedures should be followed if the parent deems this a necessary course of action.

Where there is a breach of such procedures the school will respond in a measured way, depending on the seriousness of any inappropriate conduct.

- initiate a meeting/dialogue with the individual explaining the unacceptable behaviour
- write to the visitor, describing their misconduct, explaining its impact on the school and stating it is unacceptable
- Restrict the contact of the person, they may only be permitted to communicate with school via the Headteacher and not have direct contact with the class teacher
- vary the person's "licence" to enter school premises, through the addition of conditions
- if the misconduct is repeated write to the person and warn of the possibility of a ban (i.e. the withdrawal of their licence). This situation will be reported to the Board of Directors at this stage
- impose a ban with a review after a fixed period
- 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 Board from the school premises for a period of time, subject to review

In imposing a ban the following steps will be taken:

1. The parent/carer will be informed, in writing, that they are 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 trust and the police will be included
3. The chair of School Committee and Directors will be informed of the ban
4. Where appropriate, arrangements for pupils being delivered to, and collected from the school gate will be clarified.

Conclusion

In implementing this policy, the Trust will, as appropriate, seek legal advice from their legal team, to ensure fairness and consistency.