



POLICY ON MANAGING VIOLENT AND ABUSIVE VISITOR BEHAVIOUR S

Introduction

As a general rule, schools are orderly, safe places, where relationships between staff and visitors, especially parents/carers, demonstrate mutual respect and recognition of shared responsibility for pupils' welfare and educational progress. Parental involvement is an important factor in educational success and in dealing with emerging problems at an early stage.

However, on occasion, the behaviour of a few parents/ carers can cause severe disruption, resulting in abusive or aggressive behaviour towards staff, pupils, or other members of the school community. Local authorities are responsible for protecting the health and safety of their staff and pupils in community and voluntary controlled schools.

This document is mainly about dealing with violence, threatening behaviour or abuse by parents/ carers of a pupil in a school, including those very rare cases where the parent/carer has been asked not to come onto the premises. Some of the remedies listed are also applicable when dealing with other intruders on school premises.

Violence, threatening behaviour and abuse against school staff or other members of the school community will not be tolerated. All members of the school community have a right to expect that their school is a safe place in which to work and learn.

Statement of principles

The governing body of Newchurch Sst. Nicholas Primary school encourages close links with parents and the community. It believes students benefit when the relationship between home and school is a positive one.

The vast majority of parents, carers and others for vast majority of time, whilst visiting our school are keen to work with us and are supportive of the school.

However, there are occasions when a negative attitude towards the school is expressed – in person, in writing, in public or on social networking sites, aggression, verbal and/or physical abuse or slanderous remarks towards members of school staff or the wider school community.

The governing body expects and requires its members of staff to behave professionally in any these difficult situations and attempt to defuse the situation where possible, seeking the involvement, as appropriate, of other colleagues.

All members of staff have the right to work without fear of violence and abuse, and, in an extreme case, all have a right to appropriate self-defence.

Managing violent and abusive unacceptable behaviour visitors

We expect parents and other visitors to behave in a reasonable way towards members of school staff at all times.

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

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

- 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 them)
- The use of aggressive hand gestures
- Threatening behaviour
- Shaking or holding a fist towards another person
- Swearing or using offensive language – directly, in writing, over the phone or via electronic communication. This includes slanderous comments made in the public domain and online whether directed at the staff member or said about them in the public domain
- Pushing or h
- Hitting (e.g. slapping, punching and kicking)



- Spitting
- Breaching the school's security procedures.

This is not an exhaustive list; it seeks to provide illustrations of the range of unacceptable such behaviour.

Unacceptable behaviour may also result in the employing body and/or the police being informed of the incident.

Procedure to be followed

At all times should situations deemed to be dangerous or illegal arise on the school premises, any member of staff, irrespective of their job role, is empowered to call the police requesting the

police intervention to help maintain public order.

In all other cases:

If a visitor behaves in an unacceptable way towards a member of the school community, the following steps will be followed:

- Member of staff reports the matter to the Headteacher
- Headteacher will seek to resolve the situation through discussion and mediation
- If it is appropriate, the school's complaints procedures should be followed
- Where all relevant procedures have been exhausted and unacceptable behaviour aggression or intimidation continues, or where there is an extreme act of violence, a visitor (including a parent or carer of an existing pupil student) may be banned by the Headteacher from the school's premises for a defined period of time.
- School may also take advice from the County legal team.

In imposing a ban, the following steps will be taken:

1. The visitor will be informed, in writing, that they are banned from the school's premises, subject to review, and what will happen if the ban is breached e.g. police involvement or an injunction application may follow
2. Where an assault has led to a ban, a statement indicating the matter has been reported to the employing body and the police will be included
3. The chair of governors will be informed of the ban
4. Where appropriate, arrangements for pupils students being delivered to and collected from the school gates will be clarified.

Conclusion

The school employing body may take action where behaviour is unacceptable, or there are serious breaches of a home-school code of conduct or health and safety legislation.

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

The policy will be reviewed annually and/or following each incident where the policy needed to be used.

Summary

Day to day access to a school is within the control of the head teacher.



Normally parents/carers (and those with parental responsibility) are granted “limited licence” to visit the grounds and buildings of a school.

Most schools will establish procedures which set out: the acceptable purposes for such visits; the areas of the school that may be entered at particular times; the standard of behaviour expected etc.

Where there is a breach of such procedures the school needs to respond in a measured way, depending on the seriousness of any inappropriate conduct e.g.:

- initiate a meeting/dialogue with the individual;
- write to the visitor, describing their misconduct, explaining its impact on the school and stating its
- unacceptability;
- vary the person’s “licence”, say, through the addition of conditions;

warn of the possibility of a “ban” (i.e. the withdrawal of their licence) if the misconduct is repeated;

impose a ban with a review after a fixed period;

impose a ban without review.

It is possible for a head teacher to initiate any of these actions on their own authority, but is less likely to

lead to personal confrontation if the more serious sanctions are initiated by the governing body or local authority, as appropriate.

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However, on occasion, the behaviour of a few parents/ carers can cause severe disruption or worse, resulting in abusive or aggressive behaviour towards staff, pupils, or other members of the school community.

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a school, including those cases where the parent has been asked not to come onto the premises.

Some of the remedies listed are also applicable when dealing with other intruders on school premises.

Violence, threatening behaviour and abuse against school staff or other members of the school community must not be tolerated. All members of the school community have a right to expect that their school is a safe place in which to work and learn. There is no place for violence, threatening behaviour or abuse in schools.

At all times the common purpose remains clear: to achieve zero tolerance of violence, threatening behaviour or abuse in schools, and to ensure all members of the school community, and all visitors to the school, can be confident that they are operating within a safe environment.