



St John's C of E Primary Academy

Policy on Managing Aggressive Behaviour From Parents and Visitors on School Site

Executive Principal: Mr Matthew Seex

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Statement of principles

The Local Academy Committee of St John's CofE Primary Academy 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 rare occasions when a negative attitude towards the school is expressed, this can result in aggressive, verbal or physical abuse towards members of school staff or the wider community.

The Local Academy Committee expects and requires its members of staff to behave professionally in these difficult situations and attempt to diffuse 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 and each other. This policy outlines the steps that will be taken where behaviour is unacceptable.

The following is a list of types of behaviour that are considered serious and unacceptable:-

- Shouting at members of school staff or other members of the community whilst on school premises, either in person or via telephone
- Physically intimidating a member of staff or another member of the community whilst on school premises, e.g. standing very close to him/her
- 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 Academy Trust, and where necessary, 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 Principal or appropriate senior leaders will seek to resolve the situation through discussion and mediation. If necessary, the Academy's complaints procedure 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 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 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 St Chad's Academies Trust and/or the Local Authority and the police will be included.
3. The Chair of Governors and CEO for St Chad's Academies Trust 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

St Chad's Academies Trust and/or the Local Authority itself may take action where behaviour is unacceptable or there are serious breaches of the Parent Code of Conduct or Health and Safety legislation. In implementing this policy, the academy will, as appropriate, seek advice from St Chad's Academies Trust to ensure fairness and consistency.

This policy will be reviewed every two years.