

# Wilton and Barford Primary School



## Policy on managing aggressive behaviour from parents and visitors

### Statement of principles

The governing body of Wilton and Barford Primary School 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 the rare occasions when a negative attitude towards the school is expressed, this can result in aggression, verbal and or physical abuse towards members of school 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 members of staff have the right to work without fear of violence and abuse.

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 school's complaints procedures should be followed.

We expect parents and other visitors to behave in a reasonable way towards members of school staff. This policy outlines the steps that will be taken where behaviour is unacceptable.

### Aims

- To protect all teaching and non-teaching staff and students, visitors and volunteers at Wilton and Barford Primary School from potential physical/verbal or emotional abuse.
- To defuse the potential conflict situation as far as possible.
- To deal fairly and fully with any complaint.
- To inform the complainants in a non-aggressive but firm manner of the results of any enquiry.
- To ensure that, where a ban from the School Premises is considered, it is fair, consistent and proportionate to the incident and that the correct procedure is followed

### 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, e.g. 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
- Slander and defamation of character.

This is not an exhaustive list but seeks to provide illustrations of such behaviour.

*Unacceptable behaviour may result in the local authority being informed of the incident. Where conflict cannot be resolved or diffused or there is the possibility of imminent physical harm towards an individual or School property, the School reserves the right to call upon the Police to intervene.*

## Procedure to be followed

### On the School Premises

If a parent, carer or member of the public begins to exhibit aggressive or abusive behaviour towards any member of staff, a student, visitor or volunteer whilst on the school premises the nearest member of staff shall:

- Contact the most senior member of staff possible and inform them of the situation. Where possible the Senior Member of Staff will attend and take charge of further actions.
- The complainant **MUST NOT** be allowed access to a staff member about whom they are complaining. Female staff should not try to deal with aggressive males.
- If it is safe to do so, the Senior Member of Staff shall:
- Try to get the complainant to sit down quietly in a private situation (office etc.), invite another member of staff to join them. Leave clear access to the door, leaving the door open.
- If this is not possible, ensure the area is cleared of unnecessary people (students, staff or visitors) who could be at risk from harm should the situation escalate. Explain that what the complainant is saying is important, that the individual they are concerned about is not available but that the school wishes to hear what they have to say.
- Take notes whilst the complainant is speaking and check with the complainant both during and at the end of their statement to ensure that the information they have provided has been recorded correctly.
- Explain that the information they have provided has been taken seriously and will have to be passed to the Headteacher who will investigate and respond directly to them. Confirmation that the School has the complainant's correct contact details shall be obtained.
- Explain that the investigation may take several days but that the Headteacher will contact them.
- Explain that if they are not satisfied with the reply from the Headteacher they are entitled to take their complaint to the School's Governing Body.
- Try to get them to leave in a calm and quiet manner.

If at any stage matters start to get out of control

- the interview shall be terminated as politely as possible,
- additional help shall be summoned.
- In extreme cases, (e.g. threatened or actual physical violence or assault, refusal to leave the premises etc.) the Senior Member of Staff shall summon the Police immediately.

## **Over the Telephone**

If a parent, carer or member of the public begins to exhibit aggressive or abusive behaviour (e.g. use of foul language or verbal threats) towards any member of staff during a telephone call, the member of staff shall:

- Calmly state that the language used is unacceptable and that they will end the call if it continues.
- Try to establish the name and contact details of the complainant (and the nature of the complaint if possible) and state that a member of the Leadership Team will return their call as soon as possible.
- End the call. Make notes of what was said immediately on termination of the call and then report the incident to a member of the Leadership Team.
- A member of the Leadership Team will contact the complainant to establish the nature of the complaint and try to resolve the issue.

## **Written Abuse**

If a member of staff receives written correspondence (e.g. letter, e-mail or text) of a threatening or abusive nature from a parent, carer or member of the public, this shall be reported immediately to a member of the leadership team and a copy retained as evidence. The receiving member of staff will not reply to the correspondence without first agreeing the response with the Headteacher, or, in preference, the HT will respond on their behalf.

Whilst the School will make every effort to resolve any issue raised by the complainant, consideration may also be given to involving the Police, especially where threats of violence have been made.

## **Social Media**

Derogatory, offensive, insulting and abusive posts on ANY social media regarding the school, any member of its staff, governors and most importantly, pupils will not be tolerated as will any posts which compromise the safety or wellbeing of pupils or staff. Such posts may not only breach the terms of the social media network but may also constitute a criminal offence the school may have to refer the matter to the Police or seek legal advice.

Similarly any posts which are made maliciously or to cause harassment and/or distress will be treated with the utmost gravity.

If students, parents/carers, staff see such a post and wish to complain, they are invited in the first instance to take a screenshot and refer to the Headteacher or Chair of Governors.

## **Incident report form**

Relevant incidents include trespass, nuisance or disturbance on school premises, verbal abuse, sexual or racial abuse, threats, aggression, physical violence and intentional damage to property should be recorded on this form. Where possible, the form should be completed before any discussion between witnesses is possible, as this might lead to allegations of collusion. This form should be completed as fully as possible please, using a continuation sheet, if necessary. For any incident involving or witnessed by a pupil or parent/carers/visitor, a member of staff should complete the form on their behalf. The completed form should be passed to the Headteacher, for appropriate action and recording.

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 head teacher 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/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 police involvement or an injunction application may follow
2. The reason for the ban
3. The date of commencement of the ban
4. A date for review of the ban and how this will be arranged (including any reparation that may be required by the School - eg a written apology)
5. Where an assault has led to a ban, a statement indicating that the matter has been reported to the local authority and the police will be included
6. The chair of governors/LA will be informed of the ban
7. Where appropriate, arrangements for pupils being delivered to, and collected from the school gate will be clarified.
8. Any ban imposed will not prevent or affect the outcome of the School's investigation into any complaints raised by the individual concerned. These will be handled as per the School's Complaints Policy/Procedure.

## **Conclusion**

The local authority itself may take action where behaviour is unacceptable or there are serious breaches of our home-school code of conduct or health and safety legislation.

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

This Policy will be reviewed annually.

### Incident report form

<b>Date and time of incident</b>	<b>Name of person reporting incident</b>
<b>Date incident reported</b>	<b>Date incident recorded</b>
<b>Member of staff recording incident</b>	<b>Name(s) of person(s) causing incident</b>
<b>Status(es)</b> (parents/carers/visitors/trespassers)	
<b>Full description of incident</b> (e.g. names of persons involved; location; nature of any injuries; attendance of emergency services)	
<b>Names of any witnesses /statuses</b>	
<b>Initial action/outcome</b> (e.g. Informal conciliation; police intervention; warning or banning letter issued)	
<b>Summary of subsequent actions taken by the school, including risk assessments</b>	
<b>Linked incidents</b> (if any)	