



# **Managing Aggressive or Inappropriate Behaviours Policy**

**Status of policy: Non Statutory**

**Frequency of review: 2 years**

**Date of most recent review: October 2024**

**Date of next review: October 2026**

**Approved: A.Hutchings (Headteacher) 01/10/24**

## Visitors to our school: Policy for managing aggressive or inappropriate behaviours

This is our school – it belongs to all of us - our children, our parents and carers, our staff and our governors.

Our school is a warm, welcoming, orderly, safe place. Relationships between staff and visitors, especially our children's parents and 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 or worse, resulting in abusive or aggressive behaviour towards staff, children, or other members of the school community.

Violence, threatening behaviour and abuse against school staff or other members of our school community will not be tolerated.

All members of our school community have a right to expect that our school is a safe place in which to work and learn. There is no place for violence, threatening behaviour or abuse in our school.

Where such behaviour does occur, our school leadership (Headteacher) and Governing board, with our Local Authority will play a proactive role in taking all possible action to deal with it.

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

The governing board of our school encourages close links with parents and our community. We believe that children benefit when the relationship between our parents, our community and our 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 school. However, on the rare occasions when a negative attitude towards our 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 board 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-defense.

We expect parents, carers and other visitors to behave in a reasonable way towards members of our school staff and each other. 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 our school staff or other visitors, either in person or over the telephone;
- physically intimidating a member of our staff or other visitor, eg standing very close to her/him;
- the use of aggressive hand gestures;
- threatening behaviour;
- swearing;
- pushing;
- hitting, eg slapping, punching and kicking;
- breaching our school's security procedures.

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

**Unacceptable behaviour may result in the local authority and / or the police being informed of the incident.**

## **Procedure:**

If a parent/carer or visitor behaves in an unacceptable way towards a member of the school community, our head teacher or an appropriate member of senior leadership team will seek to resolve the situation through discussion and mediation.

Parents, carers and visitors are granted limited license to visit the grounds and buildings of our school.

Where there is a serious breach of these procedures:

- Our school will respond in a measured way, dependent on the seriousness of the inappropriate behaviour:
- 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 "license", say, through the addition of conditions;
- warn of the possibility of a "ban" (i.e. the withdrawal of their license) if the misconduct repeated;
- impose a ban with a review after a fixed period;

In order to avoid personal confrontations, our Chair of Governors, our Governing board or Local Authority, as appropriate, may initiate more serious sanctions.

In our school we don't make decisions in isolation and at every stage of this procedure we will take advice from the Local Authority, our legal advisors and our safeguarding advisors in order to fulfill our duty of care to our children and staff and to safeguard and promote their welfare.

## **Dealing with incidents**

- what to do when an incident arises (e.g. ask the person to leave, or invite them into a room away from other people);
- who to contact during an emergency (i.e. at the school, local authority and police);
- how to record incidents and who to report the incident to;
- what follow up action is possible (i.e. any legal action to be taken; refuse the perpetrator entry to the premises);
- What support is available from the employer, (e.g. counseling, occupational health or legal support);
- Liaison with the police whenever necessary.

Our main aim is to provide a safer environment by minimising the risk of such incidents (whether they involve children, parents or others) and enabling incidents which do occur to be quickly and effectively dealt with.