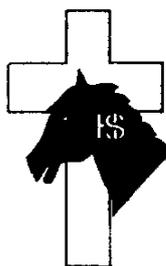


HORSINGTON CHURCH OF ENGLAND PRIMARY SCHOOL



POLICY ON DEALING WITH AGGRESSIVE PARENTS AND VISITORS

1. STATEMENT OF INTENT

The school encourages close links with parents and the community. We believe that pupils benefit when the relationship between home and school is a positive one.

The vast majority of parents, carers and others visiting the school are keen to work with us and are supportive of the school. However, a tiny minority of parents have a negative attitude towards the school and sometimes, this can result in aggression, verbal and/or physical abuse towards school staff.

The school expects its 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 staff have the right to work without fear of violence and abuse and the right, in extreme cases, of appropriate self-defence.

The school expects parents and other visitors to behave in a reasonable way towards school staff. This policy outlines the steps that will be taken where parents' behaviour is unacceptable.

2. BEHAVIOUR

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

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

- Shouting at school staff, either in person or over the telephone.
- Physically intimidating a member of staff eg standing very close to him/her
- The use of aggressive hand gestures eg two fingers raised
- Threatening school staff
- Sharing or holding a fist towards another person
- Writing abusive comments about a member of staff eg he/she is an idiot

- Swearing at a member of school staff
- Pushing
- Hitting, e.g. slapping, punching or kicking
- Spitting
- Racist or sexist comments
- Breaking the school's security procedures

Unacceptable behaviour will result in the Police being informed of the incident.

3. PROCEDURE

When a parent or member of the public behaves in an unacceptable way towards a member of the school staff the headteacher or appropriate senior staff will seek to resolve the situation through discussion and mediation. If necessary, the school'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 by the headteacher from the school premises for a period of time, subject to review.

Prior to being banned the following steps will be taken:

1. The parent will be warned, in writing (following consultation with the county solicitor), that s/he is banned from the premises, subject to review, and what will happen if the ban is breached, e.g. that an injunction may follow.
2. Where an assault has led to a ban, a statement indicating that the matter has been reported to Somerset County Council and the Police will be included.
3. The Chair of Governors will be informed of the ban.
4. Where appropriate, arrangements for pupils being delivered to, and collected from the school gate will be clarified.

4. CONCLUSION

Pupils learn best when there is a positive partnership between home and school. Whilst every effort will be made to work with parents, this will only be possible where parents behave in an acceptable way.

Unfortunately, where a parent's behaviour is either unacceptable or serious it will not be possible to continue working with him/her and, as a final resort, legal action may be taken.

The school will take action where behaviour is unacceptable or serious and breaches our home-school code of conduct or health and safety legislation.

Adopted: May 2012

AGGRESSIVE BEHAVIOUR FROM PARENTS AND VISITORS

Incident Reporting Form

Name of Perpetrator/Parent Name:

Gender . M/F

Name of Victim/ Staff member/ Pupil /Parent /Other

Name

Nature of Incident (Please tick or state)

Verbal abuse /Intimidating behaviour /Refusal to co-operate /Physical assault

/Racist or sexist comment /Incitement of others /Breaching security

Other

Brief description of the incident

Action Taken

Signed **Date**