



Dealing with Aggressive Visitors Policy

This policy was last reviewed: Summer 2024

This policy will be reviewed again: Summer 2027

This policy will be reviewed by: School Community
Committee

Statutory policy?: No

Source: Premises Committee



Policy for Dealing with Aggressive Visitors

We aim to provide an education that nurtures and inspires our children to achieve without limits; develop and grow in all aspects of our Faith ID and courageously embrace the world we live in. As a community made in God's image we choose to be Bold, Bright and Beautiful.

Rationale

The school encourages close links with parents and the community as we believe students benefit when relationships between home and school are positive. The vast majority of parents, carers and other visitors to the school are keen to work with us and are supportive. However, we need to clarify arrangements if visitors to the school display aggressive behaviour.

It is an offence under section 547 of the Education Act 1997 for any person (including parents/carers) to cause a nuisance or disturbance on school premises. The police may be called to assist the school in removing a parent but local authorities and governing bodies may also authorise the removal of a person if they have reasonable cause to believe that the person is causing a nuisance or disturbance.

Expectations of staff

The school expects its staff to behave professionally in these 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. In return school staff will:

- Remain calm at all times
- Model the school's code of conduct at all times
- Be polite to all visitors
- Act without prejudice
- Seek to defuse any situation if at all possible
- Indicate if a person's behaviour is making them feel uncomfortable
- Make sure they do not put themselves in a vulnerable position; positioning themselves in a way that they can leave a situation if they wish to
- Report the behaviour as soon as is possible to the SLT
- Where possible, avoid engaging with visitors etc. who appear in an agitated state, instead making an appointment for a later date or time to allow the situation to diffuse.
- Avoid allowing entry past the school's "air lock" whilst a visitor appears in an agitated/aggressive state

This policy outlines the steps that will be taken where the behaviour of parents/carers and other adults is unacceptable.

Unacceptable behaviours that are considered serious and will not be tolerated

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

- Shouting at school staff, either in person or on the telephone
- Physically intimidating a member of staff
- The use of aggressive hand gestures
- Threatening school staff
- Shaking or holding a fist towards another person
- Writing abusive comments about a member of staff (emails/social networking etc)
- Swearing at a member of staff
- Pushing or hitting eg slapping, punching or kicking
- Spitting
- Racist or sexist comments
- Breaking the school's security procedures

Procedure

When a parent or member of the public behaves in an unacceptable way towards a member of school staff the appropriate member of the Senior Leadership team will seek to resolve the situation through discussion and mediation. If necessary the school's complaints procedure should be followed.

If appropriate, the office team will initiate an 'invacuation' to ensure the safety of pupils and staff in the building

Where all procedures have been exhausted, and aggression or intimidation continue, or where there is an extreme act of violence, a parent, carer or other adult 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 adult will be warned, in writing, 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 the police will be included.
3. The Chair of Governors will be informed of the ban.
4. Where appropriate, arrangements for students being delivered to, and collected from the school gate will be clarified.

Conclusion

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

Where a visitor'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 policy or health and safety legislation