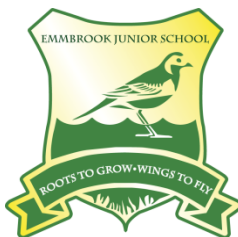


## Managing Threatening Behaviour from Parents and Visitors to our School Policy

Changes Made	Date
No changes	Feb 23

# Emmbrook Junior School



## **Managing Threatening Behaviour from Parents and Visitors to our School Policy**

<b>Reviewed by:</b>	<b>Resources Committee</b>
<b>Date of Policy:</b>	<b>July 2017</b>
<b>Date of Last review:</b>	<b>February 2023</b>
<b>Date of Next Review:</b>	<b>February 2025</b>

### **Mission Statement**

**We provide an inclusive, positive environment in which we nurture and empower our children to develop life-long learning skills. This enables them to grow into reflective, successful and well-rounded individuals in our global community.**

### **Statement of principles**

The governing body of Emmbrook Junior 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 of other colleagues as appropriate. 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 any 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.

This policy may be used in conjunction with the Habitual or Vexatious Complaints policy, and the Complaints policy.

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

- Shouting at members of the school staff
- Verbal or physical behaviour deemed to be aggressive or intimidating by the member of staff
- Physically intimidating a member of staff, e.g. standing very close to her/him
- The use of aggressive hand gestures, including shaking or holding a fist towards another person
- Threatening behaviour
- Harassment
- Swearing
- Pushing
- Hitting, e.g. slapping, punching and kicking
- Spitting
- Breaching the school's security procedures
- Breaching the school's health and safety procedures
- Damage to or inappropriate use of school property

This is not an exhaustive list but seeks to provide illustrations of such behaviour. Where applicable this policy may be invoked should these behaviours be displayed in person, on the telephone, on social media, video conferencing or via email.

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

### **Procedure to be followed**

If a parent/carer or any visitor to the school behaves in an unacceptable way towards a member of the school community, the head teacher, appropriate senior staff or the governors will assemble the full facts before proceeding. They will ensure that all those involved in any incidents, or witnesses to those incidents, make a full written record as soon as possible. The incident report form will be used to record relevant incidents. They will then seek to resolve the situation in a measured way, depending on the seriousness of any inappropriate conduct. These may include;

- Initiating a dialogue with the individual or, where appropriate, the parent/carer of the individual;
- Writing to the visitor, describing their misconduct, explaining the impact on the school and stating its unacceptability;
- Varying the person's licence to attend the school site through the addition of conditions;
- Warning of the possibility of a ban (i.e. the withdrawal of their licence) if the misconduct is repeated;
- Imposing a ban with a review after a fixed term;
- Imposing a ban without a review;
- Contacting the police.

### **Imposing a ban.**

In imposing a ban, the following steps will be followed:

1. Write to the parent/carer/visitor as appropriate to record in detail the incident and why it is unacceptable
2. Explain that the LA/governing body will consider banning the parent/visitor, giving the visitor, or where appropriate, parent of the visitor a period in which they may respond in writing giving their version and why they should not be banned;
3. Tell the parent/ visitor when a decision will be made.

The ban will be finite in length, except in the case of most serious misconduct when an indefinite ban may be imposed. The duration will be sufficient to convey a clear message about the seriousness of the associated misconduct but not so long as to be disproportionate. The aim will always be to restore 'normal' relations as soon as is reasonably practicable.

Serious Misconduct:

- Threats of physical harm or actual physical harm
- Behaviour or language (verbal or written) that may cause staff to feel offended, afraid, threatened or abused
- Insulting or degrading language
- Personal grudges toward certain staff
- Making serious allegations against staff without any evidence

The aim of the ban is to:

- Confirm to a parent/ visitor that the school will not tolerate misbehaviour
- Shows the school takes health and safety of its staff, visitors and pupils seriously;
- It provides a key element in making it easier to use legal remedies to prevent repeated misconduct, including the use of S546 of the 1996 Education Act to enable Police removal and possible prosecution of those on school premises without permission;
- It may form the basis for an application for an injunction to curtail repeated instances of misbehaviour.

Every attempt will be made to maintain normal communications with parents during the period of the ban. Even where a parent/visitor has been banned from the school premises, they retain their right to an annual consultation in relation to the educational progress of their child/ren. However, the school may determine who will be present at the meeting and its location. The interest of the child will continue to be paramount.

A parent/ visitor that has been found to contravene this policy will not be eligible to become a governor of the school in the academic year in which he/she has invoked the policy.

### **Victims of violent or abusive behaviour.**

The school will recognise that in some cases staff may not be fit for work following an incident of this nature. Staff that have been subject to violent or abusive behaviour will be offered appropriate support for example; contact with their union, counselling, occupational health or legal support.

### **Support for the school.**

The LA is responsible for protecting the health and safety of their staff. They will plan a proactive role in taking all possible action to deal with violent or abusive behaviour towards their staff. This may result in the LA taking the lead in initiating action on the school's behalf 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.

***Approved by Governing Body***

***Chair of Governors***

***Date***

***Head Teacher***

***Date***