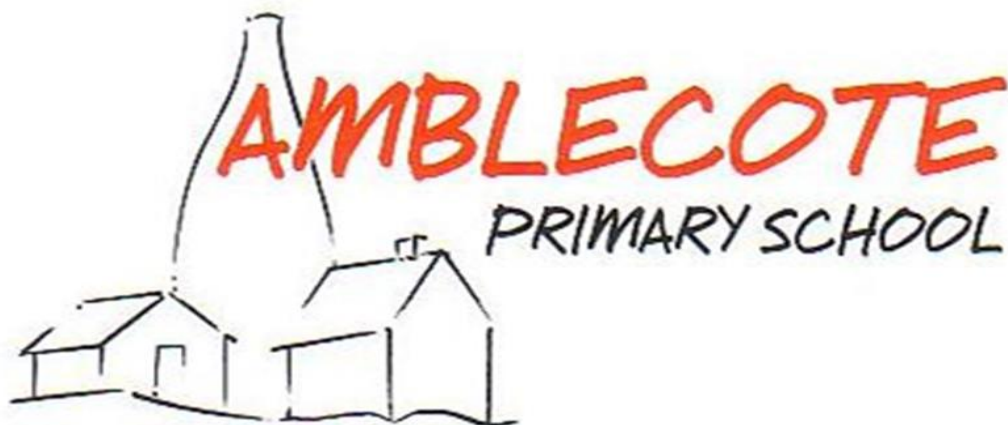


# Amblecote Primary School



## Policy for Managing Aggressive Behaviour from Parents and Visitors

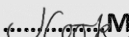
Responsibility for monitoring this policy: Headteacher


Review Annually

(or in response to changes in legislation/ DSCB operating procedures)

Updated September 2024

Review date September 2025

Proposed by the Headteacher..... Mrs J. Cook

Approved by Governing Body..... Mrs C. Roberts (Chair of Governors)

**Principles:**

The governing body of Amblecote Primary School encourages and values 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 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 when handling potentially difficult conversations with parents.

However, all members of the school community have a right to expect that their school is a safe place in which to work and learn. Abuse, threatening behaviour or violence against school staff, or other members of the school community is unacceptable and will not be tolerated.

Any incident will be treated seriously, and a disruptive visitor may be banned from entering the school or even prosecuted. Abuse, threatening behaviour or violence are not considered to be an acceptable part of any job, nor is it part of the duties of any employee to accept such behaviour.

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.

**Types of Behaviour**

In identifying types of behaviour, the governing body recognises that staff can be intimidated or threatened by a variety of circumstances, not simply physical assault.

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

- shouting at a member of school staff, either in person or over the telephone
- aggressive or threatening messages via email or ClassDojo
- physically intimidating a member of staff, e.g. standing very close to him/her
- the use of aggressive hand gestures
- shaking or holding a fist towards another person
- swearing
- pushing
- hitting, e.g. slapping, punching and kicking
- spitting
- breaching the school's security procedures

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

**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 others visiting the school behave in an unacceptable way towards a member of the school community, the Headteacher or an appropriate member of senior staff will seek to resolve the situation through discussion and mediation.

The incident will be formally recorded. If necessary, the school's complaint procedures should be followed.

Where all procedures have been exhausted and aggression or intimidation continue, or where there is extreme action of violence, the school reserves the right to impose a temporary or permanent ban from the school premises on any parent/carer or member of the public who has demonstrated aggressive or abusive behaviour towards any member of staff, student, visitor or volunteer at the school.

This decision shall be made by the Headteacher in consultation with the Chair of Governors and the Local Authority and the length of any ban shall be proportionate to the nature and circumstances of the incident.

**In imposing a ban, the following steps will be taken:**

1. The parent/carer / visitor will be informed, in writing, that he/she 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.  
(In urgent situations, the Headteacher may impose an immediate temporary ban in writing and provide the parent/carer the opportunity to make written representations prior to formalising any extension to the ban).
2. 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.
3. The Chair of Governors and Local Authority will be informed of the ban.
4. Where appropriate, arrangements for pupils being delivered to and collected from the school gate will be clarified.

**Conclusion**

Amblecote Primary School will take action where behaviour is unacceptable or serious.