

# Policy on managing aggressive behaviour from parents and visitors



## Statement of principles

The governing body of Uffington Church of England Primary 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 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-defence.

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 that are considered serious and unacceptable and will not be tolerated:

- shouting at members of the school staff, either in person or over the telephone;
- physically intimidating a member of staff, e.g. standing very close to her/him;
- the use of aggressive hand gestures;
- threatening behaviour;
- 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 is not an exhaustive list 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 behaves in an unacceptable way towards a member of the school community, the head teacher (or senior teacher in her absence) will seek to resolve the situation through discussion and mediation. If necessary, the school's complaints procedures 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 head teacher from the school premises for a period of time, subject to review.

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

1. The parent/carer will be informed, in writing, that she/he 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.
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/LA 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

The local authority itself may take action 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.

All confidential data is managed and processed in line with the General Data Protection Regulation. Please refer to the school's Data Protection Policy.

This Policy will be reviewed annually.

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Adopted by the Governing Body of Uffington Church of England Primary School March 2015	
Latest review	March 2023
Next review	March 2024

### Appendices

#### Reference Points

Section 547 of the Education Act 1996

DfE guidance: [School and college security - GOV.UK \(www.gov.uk\)](http://www.gov.uk)

#### Contact Point

Health and Safety Officer (01522/836713)

Schools Liaison Officer (01522/554884)

Legal Services (01522/552581)

Schools are referred to the DfE guidance: [School and college security - GOV.UK \(www.gov.uk\)](https://www.gov.uk/guidance/school-and-college-security)

- In essence, a parent of an enrolled pupil has an implied licence to enter school premises and it is for schools to define and set out the extent of such access. This licence can be revoked provided that parents' behaviour justifies that decision.
- If a parent is to be banned from school premises, then he/she must be given an opportunity to representations. Any such ban must be reviewed at regular intervals to determine whether it is still both a necessary and proportionate precaution. (See final 2 paragraphs).
- Persons other than parents have no such licence but are allowed on school premises at the Headteacher's discretion. Therefore, no review is necessary, though the person may request one and school can choose to consider it.
- The County Council's Legal Office has developed three standard form letters to be used in the event of an aggressive or abusive person. The first, for a situation that is simply a cause for concern, warns the person about their behaviour, noting that further action may be taken if there is any repetition. It is usual for this letter to be sent by the Legal Office.
- The second letter, for more serious incidents, bans the person from school premises without either a prior appointment or by invitation. This letter is sent by the Legal Office.
- The final letter, for serious incidents, bans the person for a temporary period (usually 28 days). A committee of the Governing Body must then meet within that period to decide whether to uphold the ban. A parent must be informed of their right to make representations to that committee and they should be provided with details of who they would forward such Headteacher will also be asked for such representations.
- The relevant committee will then meet to decide. If they uphold the ban, then that decision must be reviewed regularly by the committee. LCC recommend that decisions are reviewed on a termly basis in a three term school year. The parent and the Headteacher must be allowed to make representations for a review. It will be for the committee to decide whether the ban is still a necessary and proportionate response.

*Schools' Administration Handbook*