

The Outer West Learning Trust

Policy on managing aggressive behaviour from parents and visitors to our school

Simonside Primary School

Waverley Primary School

Milecastle Primary School

Knoplaw Primary School

West Denton Primary School

Newburn Manor Primary School

Westerhope Primary School

Lemington Riverside Primary School

Throckley Primary School

Statement of principles

The governing body of Milecastle 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 believe staff, parents and children are entitled to a safe and protective environment in which to work. Behaviour that will cause harassment, alarm or distress to users of the premises is contrary to the aims of the school.

Aims:

- That all members of the school community treat each other with respect.

Expectation:

- That adults set a good example to children at all times, showing them how to get along with all members of the school and the wider community.
- That no members of staff, parents or children are the victims of abusive behaviour or open to threats from other adults on the school premises.
- Physical attacks and threatening behaviour, abusive or insulting language verbal or written, to staff, governors, parents and carers, children and other users of the school premises will not be tolerated and will result in the withdrawal of permission to be on school premises.

- Any parent who is asked to leave the school premises will have the right to appeal the decision by writing to the Chair of Governors. Please note that incidents of rudeness will be logged with the Chair of Governors.

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

- Shouting, either in person or over the telephone
- Inappropriate posting on Social Networking sites deemed as bullying
- Speaking in an aggressive/threatening tone
- Physically intimidating, e.g. standing very close
- The use of aggressive hand gestures/exaggerated movements
- Physical threats
- Shaking or holding a fist towards another person
- Swearing
- Pushing
- Hitting e.g. slapping, punching or kicking
- Spitting
- Racist or sexist comments

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 appropriate senior staff 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, eg 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. 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 schools reserve the right to take any necessary actions to ensure that members of the school community are not subjected to abuse. School premises are private property and parents have been granted permission from the school to be on school premises. However, in the case of abuse or threats to staff, pupils or other parents, school may ban parents from entering school.

It is also an offence under section 547 of the Education Act 1997 for any person (including a parent) to cause a nuisance or disturbance on school premises. The police may be called to assist in removing the person concerned. School is not responsible for organising arrangements for children in the above circumstances. Parents will need to provide alternative arrangements for bringing children into school. Parents have the right of appeal by writing to the Chair of Governors within 3 days of permission to enter the school premises being withdrawn.

This Policy will be reviewed annually.

Yours sincerely

Mrs Thompson
Simonside

Mr Outterside
Westerhope

Mrs Leeming
Waverley

Mrs Stuart
Throckley

Mr Mingstones
West Denton

Mrs Hall
Lemington Riverside

Mrs Simpson
Knoplaw

Mr Pickup
Newburn Manor

Mrs Richardson
Milecastle