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| Policy Title | Managing Aggressive Behaviour from Parent-Carers and Visitors to Helston Community College |
| Author | Mr W N Jenkins |
| Linked to (<i>and should be applied in conjunction with</i>) the College's policies on: | Visitor Protocols 2015/16 |

Equality Impact Assessment

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| The EIA has not identified any potential for discrimination or adverse impact and all opportunities to promote equality have been taken.* | <input checked="" type="checkbox"/> |
| The EIA has not identified any conflict with the College's co-operative values. | <input checked="" type="checkbox"/> |
| Adjust the policy to remove barriers identified by the EIA or better promote equality. | |

*Inclusive of protected characteristics

| Provenance | Date |
|------------------------------|-------------|
| SLT | 30.10.17 |
| Staff Consultation | 17.11.17 |
| Local Governing Body Meeting | 09.11.17 |

Self-help Self-responsibility Equality Equity Democracy Solidarity
Openness Honesty Social Responsibility Caring for others

Helston Community College: Policy on Behaviour of Parents (including Carers) and Visitors

Statement of Principles

The College actively encourages close links with parents and the community. It believes that students benefit when the relationship between home and College is a positive one.

The vast majority of parents, carers and others visiting our College are keen to work with us and are supportive of the College. From time-to-time, it is necessary for parents and the College to deal with problems relating to particular students. It is important that discussions between parents and staff are conducted in a calm and respectful manner. In the vast majority of such situations this is what happens, but on rare occasions, aggression and verbal and or physical abuse is directed towards members of College staff or members of the wider College community.

The governors expect and require 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 aggression and abuse, and the right, in an extreme case, of appropriate self-defence.

Aggression, threatening behaviour and abuse against College staff or other members of the College community, including other parents and students, will not be tolerated. All members of the College community have a right to expect that their College is a safe place in which to work and learn. There is no place for violence, threatening behaviour or abuse in our College.

We expect parents and other visitors to behave in a reasonable way towards members of College staff and the wider College community at all times. This policy outlines the steps that will be taken where behaviour is unacceptable.

Types of behaviour that are considered serious and unacceptable, and which will not be tolerated in relation to members of staff, and other members of the community include, but are not limited to:

- shouting, either in person or over the telephone
- swearing, either in person or over the telephone/email
- constant emails and/or phone calls which amount to harassment and intimidation, despite the College's best efforts to address a situation
- inappropriate electronic activity, including publishing abusive or inappropriate content with regards to the College, teachers or students on social networking websites such as Facebook and Twitter or in email communication
- hitting, slapping, punching, kicking or pushing
- physical intimidation, e.g. standing unnecessarily close to another person
- the use of rude or aggressive hand gestures, including shaking or holding a fist towards another person
- spitting
- breaching the College's security procedures

This is not an exhaustive list but seeks to provide illustrations of such behaviour. Whilst the use of such behaviour is unacceptable in all circumstances, the College is particularly concerned to protect its students from being exposed to such behaviour (whether or not directed at them).

Unacceptable behaviour may result in the police being informed of the incident.

Parental/Visitor Access to the College Premises

Normally parents/carers (and those with parental responsibility), plus visitors, are granted what is known as "limited licence" to visit the grounds and buildings of a College. Where there are serious concerns regarding the conduct of a parent/visitor, and possible staff/student safety, the Executive Headteacher, Head of College or Deputy Headteacher can:

- initiate a meeting/dialogue with the individual
- write to the visitor, describing their misconduct, explaining its impact on the College and stating its unacceptability
- vary the person's "licence", say, through the addition of conditions
- warn of the possibility of a "ban" (i.e. the withdrawal of their licence) if the misconduct is repeated
- impose a ban with a review after a fixed period
- impose a ban without review

Procedure to be followed

If a parent/carer/visitor behaves in an unacceptable way towards a member of the College community, the Head of College and/or appropriate senior staff will seek to resolve the situation through discussion and mediation. If necessary, the College's complaints procedures should be followed by the parent. Where all procedures have been exhausted, and aggression or intimidation continue, or where the circumstances otherwise require it, a parent/carer or visitor may be banned by the Executive Headteacher, Head of College or Deputy Headteacher from the College 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 s/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 police
3. The Chair of Governors will be informed of the ban
4. As appropriate, arrangements for meetings at College regarding students, and arrangements for students being delivered to and collected from the College, will be clarified.

Conclusion

In implementing this policy, the College will, as appropriate, seek advice from the College's solicitors, and/or the Local Authority if necessary, to ensure fairness and consistency.

This Policy will be reviewed every two years.

October 2017