



# **Willow Bank Infant School**

## **Managing Violent and Abusive Visitors Policy**

<b>Approved by</b>	<b>Finance and Resources</b>
<b>Review Period</b>	<b>Two Yearly</b>
<b>Approved</b>	<b>January 2018</b>
<b>Next Review</b>	<b>March 2020</b>

## **Statement of principles**

The governing body of Willow Bank Infant 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 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;
- 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.

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 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 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 making sure 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;
- 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) of 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 to record in detail the incident and why it is unacceptable
2. Explain that the LA/governing body will consider banning the parent, giving the parent a period in which they may respond in writing giving their version and why they should not be banned;
3. Tell the parent 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.

The aim of the ban is to:

- Confirm to a parent 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 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 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 are responsible for protecting the health and safety of their staff. They will play 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.