



# DEALING WITH AGGRESSIVE PARENTS POLICY

Author:

Date adopted by Governors:

Date to be reviewed:

## **STATEMENT OF INTENT**

The school encourages close links with parents and the community. We believe that students benefit when the relationship between home and school is a positive one.

The vast majority of parents, carers and others visiting the school are keen to work with us and are supportive of the school. However, a tiny minority of parents have a negative attitude towards the school and sometimes, this can result in aggression, verbal and/or physical abuse towards school staff.

The school expects its 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 staff have the right to work without fear of violence and abuse and the right, in extreme cases, of appropriate self-defence.

The school expects parents and other visitors to behave in a reasonable way towards school staff. This policy outlines the steps that will be taken where parents' behaviour is unacceptable.

## **BEHAVIOUR**

Below are types of behaviour that are considered serious and unacceptable and will not be tolerated.

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

- Shouting at school staff, either in person or over the telephone.
- Physically intimidating a member of staff
- The use of aggressive hand gestures
- Threatening school staff
- Shaking or holding a fist towards another person
- Writing abusive comments about a member of staff
- Swearing at a member of school staff.
- Pushing
- Hitting
- Spitting
- Racist or sexist comments
- Breaking the school's security procedures
- Refusal to accept that certain issues are not within the scope of the school
- Making excessive demands on school time by frequent, lengthy, complicated and stressful contact with staff in writing, by email and by telephone.

Unacceptable behaviour will result in Central Bedfordshire County Council and the Police being informed of the incident.

## **PROCEDURE**

When a parent or member of the public behaves in an unacceptable way towards a member of the school staff the Headteacher or appropriate senior staff will seek to resolve the situation through discussion and mediation. If necessary, the school's complaints procedure 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 Headteacher from the school premises for a period of time, subject to review.

Prior to being banned the following steps will be taken:

1. The parent will be warned, in writing, that s/he is banned from the premises, subject to review, and what will happen if the ban is breached, eg that an injunction may follow.
2. Where an assault has led to a ban, a statement indicating that the matter has been reported to Central Bedfordshire County Council and the Police will be included.
3. The Chair of Governors will be informed of the ban.
4. Where appropriate, arrangements for students being delivered to, and collected from the school gate will be clarified.

### **CONCLUSION**

Students learn best when there is a positive partnership between home and school. Whilst every effort will be made to work with parents, this will only be possible where parents behave in an acceptable way.

Unfortunately, where a parent's behaviour is either unacceptable or serious it will not be possible to continue working with him/her and, as a final resort, legal action may be taken.

The school will take action where behaviour is unacceptable or serious and breaches our home-school code of conduct or health and safety legislation.