



Aggressive behaviour from parents and visitors

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

Statement of principles

The Governing Body for Daylesford Academy 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 supportive and keen to work with us. However, on rare occasions when a negative attitude towards the school is expressed, this can result in aggression and verbal and/or physical abuse towards members of school staff or the wider school community.

The Governing Body expects all members of staff to behave with the utmost professionalism in these difficult situations and attempt to defuse the situation wherever possible - seeking the involvement and support of other colleagues as and when appropriate. However, all members of staff have the right to work without fear of violence and abuse and the right, in an extreme case, to utilise appropriate self-defence and/or contact the police.

We expect parents and other visitors to behave in a mutually respectful and reasonable way towards members of our school community. This policy outlines the steps that will be taken where behaviour of parents or visitors to the school site is deemed unacceptable.

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

- Shouting at members of 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 it seeks to provide illustrations of such behaviours that are deemed unacceptable.

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

Procedure to be followed

If a parent/visitor behaves in an unacceptable way towards a member of the school community, the Head Teacher or appropriate staff will seek to defuse and/or 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 and/or where there is an extreme act of violence, then a parent or carer may be banned by the Head Teacher/Governing Body from the school premises for a period of time (subject to review) and the police will be informed. In imposing a ban, the following steps will be taken:

1. The parent/carers 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 the Governing Body will be informed of the ban
4. Where appropriate, arrangements for pupils being delivered to, and collected from, the school gate will be clarified

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| Completed: September 2022 | Signed: <i>T. E. Whitehouse</i> |
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