



MANAGING ABUSIVE AND VIOLENT COMMUNICATION POLICY

Date: March 2018

Review: March 2021, 2024

Next review: Spring 2027

Ferndale Primary School

Statement of principles

The governing body of Ferndale 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 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.

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

- shouting, either in person or over the telephone;
- physical intimidation, eg 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, eg slapping, punching and kicking;
- spitting;
- inappropriate conduct during a respectful conversation;
- racist or sexist comments;
- defamatory comments about school staff – in person, written or in the wider community eg social media;
- excessive use of staff member time preventing staff members from fulfilling their duties;
- breaching the school's security procedures.

This is not an exhaustive list but illustrates such behaviours. Unacceptable behaviour may result in the local authority and the police being informed of the incident.

Procedure to be followed if a parent/carers 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, or aggression or intimidation continue, or where there is an extreme act of violence, a number of actions may follow, for example,

- specific or limited channels of communication eg only written forms

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- a parent or carer may be banned by the Chair of Governors 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/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, 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 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.