



# **MANAGING AGGRESSIVE BEHAVIOUR FROM PARENTS AND VISITORS**

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## MANAGING AGGRESSIVE BEHAVIOUR FROM PARENTS AND VISITORS

### **Statement of Principles**

Linden Road Academy fully 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 our school are keen to work with us and are hugely 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. At Linden Road we insist our members of staff 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. We expect parents and other visitors to share in our high expectations and behave in a reasonable way towards members of school staff and to act as exemplary role models for our students.

Aggressive and unacceptable behaviour is detrimental to the safeguarding and well-being of our students and staff. It will not be tolerated.

This policy outlines the steps that will be taken where the behaviour of parents and visitors is unacceptable.

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

- shouting at members of the school staff, either in person or over the telephone;
- physically intimidating a member of staff, e.g. standing very close to her/him;
- Verbally threatening to harm a member of staff
- 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;
- online bullying and offensive comments made on social media.

The places where such behaviour is unacceptable at any time:

- On the school premises and grounds
- Away from the school premises e.g. when accompanying a school trip, watching a school sports match or performance.
- Accosting staff, off the premises, outside of usual working hours.

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

## **THE LEGAL FRAMEWORK**

- Section 547 of the Education Act 1996 makes it an offence for any person to be on school premises to cause or permit a nuisance or disturbance and allows for the removal and prosecution of any person believed to have committed an offence.
- A parent of a student attending a school normally has implied license to be on school premises at certain times and for certain purposes, but if the parent's behaviour is unreasonable, this permission may be withdrawn.
- This also applies to all other individuals invited into the school for other reasons
- Parents, carers or other visitors exhibiting unacceptable behaviour could have a ban which prevents access to the school premises imposed on them.
- Should they ignore this ban, they would then become a trespasser on the school site.
- The Governing Body, in conjunction with the Governing Body and the Enquire Learning Trust, will take the lead in authorising the removal of a person believed to be causing a nuisance or disturbance, and, if necessary, will bring legal proceedings against them.
- Unacceptable behaviour may result in the local authorities 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 Principal or appropriate member the senior leadership team 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, and aggression or intimidation continue, or where there is an unacceptable level of aggressive behaviour, a parent or carer may be banned by the Principal 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/carer 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 authorities, the Enquire Learning Trust and the police will be included.
3. The chair of governors and the Enquire Learning Trust will be informed of the ban.
4. Where appropriate, arrangements for students being delivered to, and collected from the school gate will be clarified.

This Policy will be reviewed bi-annually

### **Related Policies**

Harassment Policy

Child Protection and Safeguarding Policy