Dealing with Abusive Parents/Carers and Visitors Policy

Our Lady of the Assumption Catholic Primary School



Care – Learn – Respect

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# Statement of Principles

This policy has been written taking into account the DfE Guidance *Controlling Access to School Premises*

(November 2018) as well as NAHT guidance on dealing with abusive parents.

At Our Lady of the Assumption Catholic Primary School, we are an open and caring Catholic community with our faith values as our key driver.

We see our families as the first educators of their children and we value the positive relationships forged with parents and visitors to the school. We encourage close links with parents and the community and believe that students benefit when the relationship between home and school is a positive one. We also strive to make our school a place where adults model for students the behaviour we teach and expect. In general, we place a high importance on good manners, positive communication and mutual respect.

Almost all parents, carers and visitors to our school are keen to work with us and are supportive of the school. However, on very rare occasions the behaviour of a small number of adults falls short of what we expect. This sometimes manifests itself in aggression or abuse towards members of the school community.

This can be in written communication (including social media), on the telephone or in face-to-face incidents.

In these situations, we expect members of staff to behave professionally, attempting to defuse the situation where possible and seeking the involvement as appropriate of other colleagues. Staff who face these situations have license to end any conversation (face to face or on the telephone). They should then refer the incident to a senior manager who will take appropriate action or invoke the provisions of this policy.

The overriding principle is, however, that all members of the school community have the right to work or be in school without fear of aggression or abuse from others. We expect that our community is a safe place for all, including the adults who work and are connected to the school community.

In managing an adult who is not presenting appropriately, the wellbeing of adults and children will be fully considered.

Actions taken against any adult(s) will be reasonable and proportionate. The adult(s) will have the opportunity to put their views forward at every stage. In the case of the imposition of conditions or a ban from school, robust review processes involving the Chair of Governors and then the Governing Board are in place to ensure fairness.

# Definition of Unacceptable Behaviour

We consider that aggressive, abusive or insulting behaviour or language from an adult/ visitor presents a risk to staff and students. Unacceptable behaviour is such that makes a member of staff or student feel threatened. This can be through face-to-face contact, on the telephone or in written communication (including social media). The following is not an exhaustive list but seeks to provide illustrations of such behaviour:

* + any kind of insult as an attempt to demean, embarrass or undermine
	+ any kind of threat
	+ raising of voice so as to be intimidating
	+ physical intimidation, e.g. by standing very close to him / her or the use of aggressive hand gestures
	+ use of abusive language
	+ any kind of physical abuse
	+ allegations which turn out to be vexatious or malicious.

# The School’s Approach to Dealing with Incidents

If a parent / carer / visitor behaves in an unacceptable way towards a member of the school community, the Headteacher or appropriate member of senior staff will assess the level of risk before deciding on a future course of action. The course of action will be reasonable and commensurate with the assessed level of risk.

# Risk Assessment

The Headteacher will carry out a risk assessment in order to help make a decision about the level of response. In all cases the response will be reasonable and proportionate. The Headteacher will consider the following questions:

* + What form did the abuse take?
	+ What evidence is there?
	+ What do witnesses say happened?
	+ Are there previous incidents to take into consideration?
	+ Do members of staff / students feel intimidated by the behaviour?
	+ Is there any evidence of provocation?
	+ How high is the assessed risk that this will be repeated or there will be retaliation at the school’s action? (Low, medium, high).

# Recording of Incidents

Staff / students subject to abuse and witnesses will make written statements about incident(s) which will be kept in a file with subsequent letters. This file will be kept by the Head teacher. Depending on an assessment of the risk of retaliation to witnesses or individuals, statements made by adults may be made available if the perpetrator should request it.

# The School’s Response

Following the completion of the risk assessment, the Headteacher will decide the level of action to be taken. Actions will include the following:

*Level 1: Clarify to the adult what is considered acceptable behaviour by the school*

In some instances, it may be appropriate simply to ensure that the adult is clear about behavioural standards expected by the school. This could be explained by letter from the Headteacher. This letter may contain a warning about further action if there are further incidents. The adult will be invited to write to the Headteacher with his / her version of events within 10 working days. Depending on the response a meeting may then be held to discuss the situation and how this can be avoided in future.

*Level 2: Invite the adult to an informal meeting to discuss events*

This could be helpful to discuss and diffuse the situation. The safety and wellbeing of those attending such a meeting must be carefully considered. Members of school staff will always be accompanied by at least one other colleague at any such meeting. Consideration should be given to the seating arrangements, and care taken to ensure exits cannot be blocked by the visiting adult who could potentially become aggressive.

 The main points of discussion and any agreed actions should be noted, and a follow-up letter or email sent to confirm the school’s expectations and any agreed actions.

*Level 3: Impose conditions on the adults contact with the school and its staff*

Although fulfilling a public function, schools are private places. The public has no automatic right of entry. Parents of enrolled students have an ‘implied license’ to come onto school premises at certain stated times. It is for schools to define and set out the extent of such access. Parents exceeding this would be trespassing.

All other visitors to the school are equally allowed entrance if given by school staff.

Depending of the type, level or frequency of the unacceptable behaviour, the school may consider imposing conditions on the adults contact with the school. These conditions may include (but are not exclusively):

* being accompanied to any meeting with a member of school staff by a member of SLT
* restricting contact by telephone to named members of the senior leadership team
* restricting written communications to named members of the senior leadership team
* restricting attendance at school events to those where the adult will be accompanied by a member of the senior leadership of the school
* any other restriction as deemed reasonable and proportionate by the Headteacher.

In the event that conditions are imposed, a letter would be sent to them by the Headteacher explaining what the conditions are and how they will work. The adult would be given 10 working days from the date of that letter to make representations in writing about the conditions to the Chair of Governors. The Chair of

Governors would then decide whether to confirm or remove the conditions. This would be communicated to the adult in writing within 10 working days of the date of the adult’s response.

If the decision is to confirm the conditions imposed, this decision will be reviewed by the Governing Board after approximately six months (and every six months after that, if appropriate). The adult will be invited to make written representation to the Governing Board. This and the evidence from the Headteacher will be considered at a meeting of the Governing Board. Governors may decide to maintain, extend or remove the conditions. The decision of the review will be communicated to the adult by the Clerk to the Governing Board within 10 days of the date of the meeting.

When deciding whether it will be necessary to maintain, extend or remove the conditions, Governors will give consideration to the extent of the adults compliance with the conditions, any appropriate expressions of regret and assurance of future good conduct received from him / her and any evidence of the adults cooperation with the school in other respects.

*Level 4: Imposing a ban*

Where other procedures have been exhausted and aggression or intimidation continues OR where there is an extreme act of violence then the school may consider banning the individual from school premises. This will include banning the adult from accessing school staff by written communication or telephone. In these circumstances, the individual would be advised in writing by the Headteacher that a provisional ban is being imposed. The adult would then be given 10 working days from the date of that letter to make representations about the ban in writing to the Chair of Governors. The Chair of Governors would then decide whether to confirm or remove the ban. This would be communicated to the adult in writing within 10 working days of the receipt of their letter.

If the adult is a parent/ carer of a pupil in the school, actions to ensure that they are informed of the progress of their child in school will be shared. This may be a written report rather than a face to face meeting, or may include a meeting with two members of the senior staff.

A decision to impose a ban will be reviewed by the Governing Board after approximately six months (and every six months after that, if appropriate). The adult will be invited to make written representation to the Governors; this and the evidence from the Headteacher will be considered at a meeting of the full Governing Board. Governors may decide to remove the ban, extend the ban or impose conditions around access. The decision of the review will be communicated to the adult by the Clerk to the Governing Board within 10 days of the date of the meeting.

In deciding whether to remove or extend the ban or impose conditions, Governors will give consideration to the extent of the adults compliance with the ban, any appropriate expressions of regret and assurance of future good conduct received from him / her and any evidence of the adults cooperation with the school in other respects.

*Level 5: Removal from school*

Adults who have been banned from the school premises and continue to cause a nuisance will be deemed to have committed a section 547 offence\*. They will be considered as trespassers. In these circumstances the offender may be removed from school. This may be carried out by a police officer. Legal proceedings may be brought against the adult.

\* Under Section 547 Education Act 1996, it is a criminal offence for a person who is on school premises without lawful authority to cause or permit a nuisance or disturbance.

# Complaints Policy

Any complaint that arises from incidents of abusive behaviour will be dealt with under the Complaints Policy.

# Monitoring by the Governing Board

This policy is reviewed by the school’s Governing Board every two years or earlier, as necessary. All actions taken under this policy are also monitored by the Governing Board. Details of incidents are reported to the Governors as part of the Headteacher’s Report to Governing Board meetings.