



Rye Community Primary School Policy

Policy Title:	Managing Aggressive Behaviour from Parent and Visitors Policy
Leadership Responsibility:	Head of School
Review Body:	Executive Headteacher
Date:	March 2021
Review:	March 2022

Statement of intent

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

The Academy and the Aquinas Church of England Education Trust (the Trust), of which the Academy is a part, 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.

The Trust and the Academy expects parents/carers and other visitors to behave in a reasonable way towards members of staff. This policy outlines the steps that will be taken where behaviour is unacceptable.

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

- 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;
- 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 Academy's security procedures;
- Abusive and derogatory communications concerning members of staff.

This is not an exhaustive list but seeks to provide illustrations of such behaviour. Unacceptable behaviour may result in the local authority and the police being informed of the incident.



Procedure to be followed

If a parent/carer or visitor behaves in an unacceptable way towards a member of the school community, the Headteacher (references to Headteacher includes references to Executive Headteacher or Head of School as appropriate) or appropriate senior staff will seek to resolve the situation through discussion and mediation. If necessary, the Academy's complaints procedures 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/ carer or visitor may be banned by the Headteacher from the Academy premises for a period of time, subject to review.

In imposing a ban the following steps will be taken:

1. The parent/carer or visitor 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 Trust and the Academy's AAC will be informed of the ban;
4. Where appropriate, arrangements for pupils being delivered to, and collected from the school gate will be clarified.

Reviewing

This policy will be reviewed on an annual basis.

February 2019 BBL

March 2021 BBL

DATA PROTECTION

Rye Community Primary School [The Academy] processes personal data in accordance with the data protection principles embodied in the General Data Protection Regulations (GDPR) and the Data Protection Act 2018. The Academy complies with the requirements of the data protection legislation as detailed in the Trust Data Protection Policy.

All colleagues are aware of the principles of data protection and will not process personal data unless necessary. The Academy safeguards the personal data it collects through the operation of the Trust's data protection policy and processes and the IT policy. In addition, the Academy has taken steps to ensure that all its contracts that process data have the GDPR compliant provisions.