



Managing Aggressive Behaviour from Parents/Carers Policy

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Managing Aggressive Behaviour from Parents/Carers Policy

We actively encourage close links with parents and the community and believe that pupils benefit when the relationship between home and school is a positive one.

The vast majority of parents, carers and others visiting our schools are keen to work with us and are supportive of the Trust. However, on the rare occasions when a negative attitude towards the school or Trust is expressed, this can result in aggression, verbal and or physical towards member of staff or the wider Trust community.

The governing body expects and requires its members of staff to behave professionally in these difficult situations and attempt to diffuse 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 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 him/her;
- 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;
- Breaching the school's security procedures

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

Procedure to be Followed:

If an incident occurs where parent/carer behaves in an unacceptable way, then the member of staff should report this to their line manager immediately. The incident should be recorded in as much detail as possible and passed on to the Headteacher. The Headteacher or appropriate senior staff will then need to assess the level of risk and seek to resolve the situation through discussion and mediation, where possible. If necessary, the Trust's complaints procedure 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 or carer may be banned by the Headteacher from the 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 the ban is breached, e.g. 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 police will be included
3. The chair of governors will be informed of the ban
4. Where appropriate, arrangements for pupils being delivered to, and collected from the school gate will be clarified

Support for Staff

If a member staff feels nervous or intimidated by a parent/carer they are due to meet with, then staff member can request the attendance of another member of staff during the meeting to offer support. Following an incident of unacceptable behaviour, staff may feel an appointment with occupational health or counselling would be beneficial and the Trust would arrange this for them. Additional guidance and support will be offered as appropriate to the circumstances.