



Wade Deacon Trust

Threatening, Abusive & Aggressive Visitors & Parents Policy

Policy & Procedure Number: 70

Date of Board of Trustees' Review: Summer 17

Next Review Due: Summer 2020

Trust Link: Mr I. Kirkham

Revision Number: v1

STATEMENT OF INTENT – ABUSIVE VISITORS POLICY:

The Wade Deacon Trust encourages all its schools to have close links with parents and the community. We believe that pupils benefit when the relationship between home and school is a positive one. The vast majority of parents, carers and others visiting a school are keen to work with us and are supportive of the school. However, a tiny minority of parents have a negative attitude towards the school and sometimes, this can result in aggression, verbal and/or physical abuse towards school staff.

The school expects its 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 staff have the right to work without fear of violence and abuse and the right, in extreme cases, of appropriate self-defence. The school expects parents and other visitors to behave in a reasonable way towards school staff.

This policy will be reviewed as it is deemed appropriate, but no less frequently than every 3 years by the Trustees'. The policy will be promoted and implemented within each academy.

I PARENTAL RESPONSIBILITY:

Parents have responsibility to approach staff in a reasonable manner. The following behaviours are considered serious and unacceptable and will not be tolerated. This is not an exhaustive list but seeks to provide illustrations of unacceptable behaviour.

- I.1 Shouting at school staff, either in person or over the telephone.
- I.2 Physically intimidating a member of staff e.g. standing very close to him/her
- I.3 The use of aggressive hand gestures e.g. two fingers raised
- I.4 Threatening or making inappropriate comments to school staff either in school or over the telephone
- I.5 Shaking or holding a fist towards another person
- I.6 Writing abusive comments about a member of staff e.g. he/she is an idiot
- I.7 Swearing at a member of school staff
- I.8 Pushing
- I.9 Hitting, e.g. slapping, punching or kicking
- I.10 Spitting

- 1.11 Racist or sexist comments
- 1.12 Breaking the school's security procedures

2 PROCEDURES FOR DEALING WITH AGGRESSIVE OR ABUSIVE PARENTS

- 2.1 When a parent or member of the public behaves in an unacceptable way towards a member of the school staff the Principal or appropriate senior staff will seek to resolve the situation through discussion and mediation. 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 Principal or Chair of Governors from the school premises for a period of time, subject to review.
- 2.2 Prior to being banned the following steps will be taken:
 - 2.2.1 The parent will be warned, in writing, that s/he is banned from the premises, subject to review, and what will happen if the ban is breached, e.g. that an injunction may follow.
 - 2.2.2 Where an assault has led to a ban, a statement indicating that the matter has been reported to the relevant Local Authority and the Police will be included.
- 2.3 Both the Chair of Governors and Chair of Trustees will be informed of the ban.
- 2.4 Where appropriate, arrangements for students being delivered to, and collected from the school gate will be clarified.

3 CONCLUSION

- 3.1 Pupils learn best when there is a positive partnership between home and school. Whilst every effort will be made to work with parents, this will only be possible where parents behave in an acceptable way. Unfortunately, where a parent's behaviour is either unacceptable or serious it will not be possible to continue working with him/her and, as a final resort, legal action may be taken. The school will take action where behaviour is unacceptable or serious and breaches our home-school code of conduct or health and safety legislation.