St Augustine of Canterbury

Catholic Primary School

Policy on Managing Aggressive Behaviour from Parents and Visitors to our School

DATE: November 2024

Version History	Date	Reason for Amendment
1.0	November 2020	New Policy
1.1	January 2024	Policy Review

"Created by God to love and learn"

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Document Information

Author	Head Teacher	Review Frequency	Every two years
	M Killian		Subject to local education authority and/or national policy change
Date of Ratification	January 2024	Related Policies	Complaints Policy
Review Group	FGB	Ratified at Full Governing Body 30th January 2024	
Review Date	January 2026	Chair of Governors Signature	
		Stephen Wells	

<u>**POLICY ON MANAGING AGGRESSIVE BEHAVIOUR FROM**</u>

<u>**PARENTS AND VISITORS TO OUR SCHOOL**</u>

<u>**Mission Statement**</u>

St Augustine of Canterbury Catholic Primary School provides an education that inspires and nurtures God's children to succeed to their full potential as we are…

"*Created by God to love and learn*"

<u>**Statement of intent**</u>

St Augustine of Canterbury Catholic Primary School encourages close links with parents and the community. We believe that pupils benefit when the relationship between home and school is a positive one. All staff and volunteers at St Augustine of Canterbury School treat parents and visitors to the school with respect and will endeavour to be as helpful as possible. In response we expect all parents and visitors to treat staff and volunteers at the school with politeness and respect.

The vast majority of parents, carers and others visiting our school are keen to work with us and are 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 school staff.

Our school expects and requires 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 an extreme case, of appropriate self-defence.

We expect parents and other visitors to behave in a reasonable way towards school 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:

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

- Shouting at school staff, either in person or over the telephone
- Physically intimidating a member of staff, e.g. standing very close to her/him
- The use of aggressive hand gestures
- Threatening school staff
- Abusive, threatening or intimidating behaviour towards school staff on online platforms
- Shaking or holding a fist towards another person
- Swearing at a member of school staff
- Pushing
- Hitting, e.g. slapping, punching and kicking
- Spitting
- Racist or sexist comments
- Breaking the school's security procedures

Unacceptable behaviour may result in the Police being informed of the incident.

Procedure to be followed

When a parent or member of the public behaves in an unacceptable way towards a member of the school staff, that member of staff will ask the parents to leave the school premises and to resume the conversation when they are calmer at a later date. If the parent refuses the member of staff must seek a member of the Senior Leadership Team (SLT). The headteacher or appropriate senior staff will seek to resolve the situation through discussion and mediation, if the parent/member of the public continues to behave in an aggressive manner and will not leave the premises, the police will be called. If a member of the school staff hear a parent being aggressive towards another member of staff it is vital to offer support and stand close to the member of staff.

If necessary, the school's complaints procedure should be followed. Where all procedures have been exhausted, and aggression or intimidation continues, or where there is an extreme act of violence, a parent or carer may be banned by the headteacher from the school premises for a period of time, subject to review.

When a ban is put in place 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. The school will request an assurance that the behaviour will no longer continue, this can be provided through a meeting or in writing.
2. The Chair of Governors and the Local Authority will be informed of the ban
3. Where appropriate, arrangements for pupils being delivered to and collected from the school gate will be clarified.

Conclusion

St Augustine of Canterbury Catholic Primary School will take action where behaviour is unacceptable or serious and where it breaches our home-school code of conduct or health and safety legislation.

In implementing this policy, the school will, as appropriate, seek advice from the Council's education, health and safety and legal departments, to ensure fairness and consistency.

Equality Impact Assessment -Groups that may be affected:

Are there concerns that the policy could have a different impact on any of the following groups? (please tick the relevant boxes)	Existing or potential adverse impact	Existing or potential for a positive impact x or n.a.
Age (young people, the elderly; issues surrounding protection and welfare, recruitment, training, pay, promotion)		X
Disability (physical and mental disability, learning difficulties; issues surrounding access to buildings, curriculum and communication)		X
Gender reassignment (transsexual)		x
Marriage and civil partnership		x
Pregnancy and maternity		x
Racial groups (consider: language, culture, ethnicity including gypsy/traveller groups and asylum seekers)		x
Religion or belief (practices of worship, religious or cultural observance, including non-belief)		x
Gender (male, female)		x
Sexual orientation (gay, lesbian, bisexual; actual or perceived)		x