



THE FEDERATION OF ST. EDMUND'S AND ST. PATRICK'S R.C. PRIMARY SCHOOLS

MANAGING AGGRESSIVE BEHAVIOUR FROM PARENTS AND VISITORS TO THE SCHOOL

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MANAGING AGGRESSIVE BEHAVIOUR FROM PARENTS AND VISITORS TO THE SCHOOL

We come to a Roman Catholic School and so believe that Jesus was born, died and rose again for everyone. We aim to help, encourage and show God's way to our families, making sure that our Catholic traditions and faith are kept alive. Each year at school, we learn a little bit more about our faith so that we can grow to love God and each other more.

At our schools, we seek at all times to be a witness to Jesus Christ. We remember this when putting our policies into practice. Therefore, this policy will reflect the Catholic identity and mission of our schools and the values it proclaims.

The Federation of St. Edmund's & St. Patrick's is committed to safeguarding and promoting the welfare of children and expects all governors, staff, parents and volunteers to share this commitment.

INTRODUCTION

The governing body of the Federation of St. Edmund's & St. Patrick's R.C. Primary Schools 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/guardians 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 members of school staff or the wider school community.

The governing body expect and require 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.

We expect parents/guardians and other visitors to behave in a reasonable way towards members of school staff or indeed anyone we have invited into our school community. This policy outlines the steps that will be taken where behaviour is deemed to be unacceptable.

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

- ✘ shouting at members of the school staff, either in person or over the telephone;
- ✘ physically intimidating a member of staff, eg standing very close to her/him;
- ✘ the use of aggressive hand gestures;
- ✘ threatening behaviour;
- ✘ shaking or holding a fist towards another person;
- ✘ swearing;
- ✘ pushing;
- ✘ hitting, eg slapping, punching and kicking;
- ✘ spitting;
- ✘ breaching the school's security procedures.

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/guardian behaves in an unacceptable way towards a member of the school community, the headteacher or appropriate senior staff will seek to resolve the situation through discussion and mediation. If necessary, the school'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/guardian may be banned by the headteacher from the school premises for a period of time, subject to review.

In imposing a ban the following steps will be taken:

- The parent/guardian will be informed, 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 police involvement or an injunction application may follow
- 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
- The chair of governors/LA will be informed of the ban
- Where appropriate, arrangements for pupils being delivered to, and collected from the school gate will be clarified.

CONCLUSION

The local authority itself may take action where behaviour is unacceptable or there are serious breaches of our home-school agreement or health and safety legislation. In implementing this policy, the school will, as appropriate, seek advice from the Local Authority's education, health and safety and legal departments, to ensure fairness and consistency.