



Wessex
Learning Trust
We Learn Together!

Policy for Managing Aggressive Parents and Visitors

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Review Date: September 2024

Station Road, Cheddar, Somerset BS27 3AQ Telephone: 01934 745363
Email: office@wessexlearningtrust.co.uk www.wessexlearningtrust.co.uk
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Wessex Learning Trust

Policy for Managing Aggressive Parents and Visitors

This policy will be reviewed by the Board of Trustees every three years.

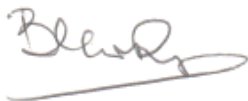


Signature:

Name: Mr Gavin Ball

Position: Executive Headteacher

Date: 01/09/21



Signature:

Name: Mr Brian Kirkup

Position: Chair of the Board

Date: 01/09/21

1.0 Statement of Intent

- 1.1 The Trust and the schools within the Trust encourages close links with parents and the community. We believe that learners benefit when the relationship between home and the school is a positive one.
- 1.2 The vast majority of parents, carers and visitors are keen to work with us and are supportive of the Trust and the schools in the Trust. However, a tiny minority may have a negative attitude towards a school and sometimes this can result in aggression, verbal and/or physical abuse towards school staff.
- 1.3 The Trust expects its staff to behave professionally in these difficult situations and attempt to defuse the situation where possible, seeking the involvement of other colleagues as appropriate. However, all staff have the right to work without fear of violence and abuse and the right, in extreme cases, of appropriate self-defence.
- 1.4 The Trust expects parents, carers and visitors to behave in a reasonable way towards staff. This policy outlines the steps that will be taken where behaviour is deemed to be unacceptable.
- 1.5 Where incidents occur outside school premises the Trust will support staff in referring the matter to the Police.

2.0 Behaviour

2.1 Behaviour that is considered serious and unacceptable and will not be tolerated is listed below. This is not an exhaustive list but seeks to provide illustrations of unacceptable behaviour:

- Shouting at school staff, either in person or over the telephone.
- Physically intimidating a member of staff e.g. standing close to him/her.
- The use of aggressive hand gestures e.g. two fingers raised.
- Threatening school staff.
- Shaking or holding a fist towards another person.
- Writing abusive comments about a member of staff e.g. he/she is an idiot.
- Swearing at a member of staff.
- Pushing.
- Physically assaulting school staff, e.g. hitting, slapping, punching or kicking.
- Spitting.
- Using racist, sexist, homophobic or other offensive language towards staff.
- Breaking the school's security procedures.
- Abusive and/or threatening comments about staff on social media.

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

2.2 The use of social media by parents, carers or the public to comment negatively on a school or staff is not helpful. If you have any problems or concerns, please use more appropriate channels to communicate with the school who will always do their best to resolve them.

3.0 Procedure

3.1 When a parent, carer or member of the public behaves in an unacceptable way towards a member of the staff the incident should be recorded and the Headteacher or appropriate senior staff

informed. The record of the incident should be written as soon as possible after the incident and include as much information as possible (date/time of the incident, where, what was said, what was done, whether witnesses were present).

3.2 The Headteacher or appropriate senior member of 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, carer or member of the public may be banned by the Headteacher from the school site for a period of time, subject to review. In extreme cases, the Trust Board can ban an individual from all school sites in the Trust for a period of time, subject to review.

3.3 Prior to being banned from a school site the following steps will be taken:

- The parent, carer or member of the public 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 an injunction may follow.
- Where an assault has led to a ban, a statement indicating that the matter has been reported to the Police will be included.
- The School's Chair of Governors will be informed of the ban.
- Where appropriate, arrangements for students being delivered to, and collected from the school will be clarified.
- In the situation where the Trust Board bans a parent, carer or member of the public from all School Sites, a letter will be written by the Chair of the Board confirming the ban, the review period and what will happen if the ban is breached.

4.0 Conclusion

4.1 Children learn best when there is a positive partnership between home and school. Whilst every effort will be made to work with parents/carers, this will only be possible where parents/carers behave in an acceptable way.

4.2 Unfortunately, where a parent's, carer's or member of the public'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.

4.3 The school and Trust will take action where behaviour is unacceptable or serious.

4.4 In implementing this policy, the school/Trust will, as appropriate, seek legal, health and safety, educational and other external advice as deemed necessary to ensure fairness and consistency.