



Christ Church CE (C) Primary School

Managing abusive parents/carers or visitors to our school

Purpose

All members of the school community have a right to expect that their school is a safe place to work. We encourage close links with parents and the community; our staff and governors believe that pupils benefit when the relationship between home and school is a positive one.

The vast majority of parents, carers and visitors to school are keen to work with us and are supportive of the school. However, on rare occasions attitudes can result in aggression, verbal and/or physical abuse towards members of school staff or the wider school community.

The governing body expects and requires its members of staff to behave professionally in these difficult situations and attempt to defuse the situation where possible, seeking the assistance of other colleagues where appropriate.

Behaviour

The types of behavior that are considered serious, unacceptable and will not be tolerated include:

- Shouting at members of school staff, parents or children either in person or over the telephone
- Intimidation
- Use of abusive/offensive language/threatening
- Threatening behaviour/language
- Aggressive hand gestures and/or shaking or holding a fist towards another person
- Hitting (Slapping/punching/kicking/head butting)
- Pushing or poking
- Spitting
- Racist, sexist, homophobic or transgender comments
- The taking of images of staff or pupils without permission
- Throwing of missiles

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

Unacceptable behavior may result in the local authority and the police being informed of the incident.

Procedure

If a parent/carer or visitor behaves in an unacceptable way towards a member of the school community, the Head Teacher or appropriate senior staff member will seek to resolve the situation through either a letter or a face to face/telephone discussion reminding them about the appropriateness of their conduct. School may choose to restrict this person's communication so that it is conducted via a member/s of the senior leadership team for a specific period of time.

If the unacceptable behaviour continues, this may lead to a telephone call/meeting being terminated and if onsite the person(s) will be asked to leave the premises.

Where all procedures have been exhausted, and aggression or intimidation continues, or where there is an extreme act of violence, a parent/carer may be banned by the Head Teacher and Chair of Governors from



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the school premises for a period of time, subject to review as defined in section 547 of the Education Act (1996).

In imposing a ban the following steps will be taken:

1. The school may in the first instance warn the parent in writing that if their behaviour continues there may be a possible ban from site. School will also try to seek reassurance about future behaviour. If reassurance is not forthcoming or if the behaviour is a reoccurrence or if the behaviour is considered serious enough, then the school will proceed as detailed in 2 below.
2. The parent/carer will be informed, in writing, that a temporary ban has been imposed and what will happen if the ban is breached e.g. police involvement or an injunction application may follow. The length of any ban shall be proportionate to the nature and circumstances of the incident.
3. 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.
4. Where appropriate, arrangements for pupils being delivered to, and collected from the school gate will be clarified.
5. The parent/carer will be given the opportunity to make written representations and to attend a review meeting with the Headteacher and a panel of governors. The panel will review the ban and consider whether to lift it, make it permanent or continue it for a specified period. The Headteacher may remove the ban at any time prior to the review date, if the appropriate resolution has been achieved. This will be confirmed in writing.

Equality Opportunities Statement

This policy applies to all and does not unlawfully discriminate because of the protected characteristics of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race (including colour, nationality and ethnic or national origin), religion or belief, sex (gender) and sexual orientation.

Conclusion

If a parent/carer/visitor is intimidating, threatening or aggressive towards any member of the school community any interaction will be terminated immediately and the person will be instructed to leave the premises. Further action may then be taken by the school.

The local authority itself may take action where behaviour is unacceptable or there are serious breaches of our home-school code of conduct or health and safety legislation.

In implementing this policy, the school will, as appropriate, seek advice from the Local Education Authority and the school's legal team to ensure fairness and consistency.