

## **Managing Aggressive Behaviour from Parents and Visitors**

Headteacher: Mrs. Forster

Date Implemented: February 2025

Date of Review: February 2027

## **1. Statement of intent.**

Fiddlers Lane 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 and supportive relationship.

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 rare occasions when a negative attitude towards the school is expressed, this can result in aggression, verbal and or physical abuse towards school staff. (Staff are all members of staff who work for the school).

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 of appropriate 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.

## **2. Unacceptable behaviour.**

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

- Shouting, raised voice and or talking over staff, either in person or on the telephone. i.e. if this occurs staff have the right to ask for it to stop and state they will put the phone down if it continues or ask the parent to leave the premises.
- Physically intimidating a member of staff, e.g. standing very close to him/her.
- The use of aggressive hand gestures or shaking or holding a fist towards a person
- Threatening staff
- Swearing at a member of staff or using insulting language / comments
- Pushing, hitting, slapping, punching, kicking or grabbing a member of staff
- Spitting
- Racist, sexist or comments which cause offence
- Breaking the school's security procedures

Unacceptable behaviour may result in Salford LA and the police being informed of the incident.

## **3. Procedure**

When a parent or member of the public behaves in an unacceptable way towards a member of staff the Headteacher or appropriate senior / designated staff will seek to resolve the situation through discussion and mediation.

If necessary, the school's complaints procedure should be followed. We always seek to resolve the situation through a verbal or written apology. Where all procedures have been exhausted, and

aggression or intimidating behaviour is not resolved or continues; or where there is an extreme act of violence, a parent or carer may be banned by the head teacher or senior/ designated staff from the school premises for a period of time, subject to review.

Prior to being banned the following steps will be taken:

1. The parent/carers will be informed, in writing that he/she is banned from the premises, subject to review, and what will happen if the ban is breached, e.g. that an injunction application may follow.
2. Where an assault has led to a ban, a statementt indicating that the matter has been reported to Salford LA and the police will be included.
3. The chair of Governors will be informed of the ban.
4. Where appropriate, arrangements for pupils being delivered to, and collected from the main school gate will be clarified.

#### **4. Conclusion**

Students 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 poses a serious threat it will not be possible to continue working with him/her and, as a final resort, legal action may be taken. The school, or Multi Academy Trust, will take action where behaviour is unacceptable.

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.