

Managing Aggressive Behaviour from Parents/Carers and visitors to our school



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1. Statement of Principles

The Board of Governors and the school's academic, support and administration teams are committed to fostering positive relationships with our parents, carers, local neighbours and the wider community. We believe that pupils benefit when the relationship between home and school is a positive one.

The vast majority of parents, carers and others visiting our school are keen to work with us and are supportive of the school. From time to time, it is necessary for parents and the school to deal with problems relating to particular pupils. It is important that discussions between parents and staff are conducted in a calm and respectful manner. In the vast majority of such situations this is what happens, but on rare occasions, aggression and verbal and or physical abuse is directed towards members of school staff or members of the wider school community.

The Board of Governors expects and requires 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, abuse, threat and the right, in an extreme case, of appropriate self-defence.

Violence, threatening behaviour and abuse against school staff or other members of the school community, including other parents and pupils, will not be tolerated. All members of the school community have a right to expect that their school is a safe place in which to work and learn. There is no place for violence, threatening behaviour or abuse in our school.

We expect parents and other visitors to behave in a reasonable way towards members of school staff and the wider school community at all times. This policy outlines the steps that will be taken where behaviour is unacceptable.

An example of the types of behaviour that are considered serious and unacceptable and which will not be tolerated in relation to members of staff, and other members of the community are:

- shouting, either in person or over the telephone
- swearing, either in person or over the telephone/email
- constant emails and/or phone calls which amount to harassment and intimidation, despite the school's best efforts to address a situation
- Inappropriate electronic activity including publishing abusive or inappropriate content with regards to the school, teachers or pupils on social networking websites such as Facebook and Twitter or in email communication
- hitting, slapping, punching, kicking or pushing
- physically intimidation, e.g. standing unnecessarily close to her/him
- the use of rude or aggressive hand gestures, including shaking or holding a fist towards another person
- spitting
- breaching the school's security procedures

This is not an exhaustive list but seeks to provide illustrations of such behaviour. Whilst the use of such behaviour is unacceptable in all circumstances, Princes Risborough School is particularly concerned with protecting its students from being exposed to such behaviour (whether or not directed at them).

Unacceptable behaviour may result in the police being informed of the incident or called to the scene if staff feel suitably threatened.

2. Parental/Visitor Access to the School Premises

Normally parents/carers (and those with parental responsibility), plus visitors, are granted what is known as "limited licence" to visit the grounds and buildings of a school. Where there are serious concerns regarding the conduct of a parent/visitor, and possible staff/student safety, the Headteacher can:

- initiate a meeting/dialogue with the individual
- write to the visitor, describing their misconduct, explaining its impact on the school and stating its unacceptability
- vary the person's "licence", say, through the addition of conditions e.g. enforcing a single point of contact for a parent/carer/visitor, instructing parents/carers/visitors of the frequency and time that contact will be facilitated

- warn of the possibility of a barring the persons access to the school premises (i.e. the withdrawal of their licence) if the misconduct is repeated
- impose a barring with a review after a fixed period
- impose a barring without review
- The Governments position on this is available [here](#)

3. Procedures

If a parent/carer/visitor 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 by the parent. Where all procedures have been exhausted, and aggression or intimidation continues, or where the circumstances otherwise require it, a parent/carer or visitor may be banned by the Headteacher from the school site for a period of time, subject to review.

In imposing a barring, the following steps will be taken:

1. The parent/carer will be informed, in writing, that s/he is barred from the premises, subject to review, and what will happen if the bar is breached, e.g. that police involvement or an injunction application may follow
2. Where an assault has led to a barring, a statement indicating that the matter has been reported to the local police
3. The Chair of the Board of Governors will be informed of the barring
4. As appropriate, arrangements for meetings at school regarding students, and arrangements for students being delivered to and collected from the school will be clarified.

4. Associated policies

This policy should not be read in isolation and should be read in conjunction with other school policies, in particular the [IAT Commendations and Complaints Policy](#), which is available on the school website.

5. Conclusion

In implementing this policy, the school will, as appropriate, seek advice from the school’s solicitors, and/or the Local Authority if necessary, to ensure fairness and consistency.

6. Version Control

Date	Circulation	Amendments to previous version