



## Ruardean C of E Primary School

### **POLICY ON DEALING WITH AGGRESSIVE ADULTS**

*Love of Learning - Love of Life - Love of One Another*

*Matthew ch22 v33-40*

Policy Reviewed:	<b>Bi-Annually</b>
By:	<b>Performance, Standards &amp; Community Committee</b>
Agreed:	<b>16/01/2025</b>
Next Review:	<b>January 2027</b>

This policy should be read in conjunction with the Safeguarding Policy, Behaviour Policy and the Complaints policy.

*The term “parents” in this policy refers to all parents, carers, and other adults and visitors on site.*

#### **AIMS**

Ruardean Church of England School has a Christian foundation, which it seeks to promote by providing high quality education for all its pupils. Its ethos is underpinned by Christian values, which by experience and example provide a basis for lifelong learning. The school’s vision statement is “Love of learning, love of life, love of one another.” The school encourages close links with parents and the community. We believe that students benefit when the relationship between home and school is a positive one.

As a general rule, schools are orderly, safe places, where relationships between staff and visitors, especially parents/carers, demonstrate mutual respect and recognition of shared responsibility for pupils’ welfare and educational progress. Parental involvement is an important factor in educational success and in dealing with emerging problems at an early stage.

However, on occasion, the behaviour of a few parents/ carers can cause severe disruption or worse, resulting in abusive or aggressive behaviour towards staff, pupils, or other members of the school community.

The school expects its 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 staff have the right to work without fear of violence and abuse and the right, in extreme cases, of appropriate self-defence. The school expects parents and other visitors to behave in a reasonable way towards school staff. The school expects parents to behave in a reasonable way towards all members of the school community when they are on the school site. This policy outlines the steps that will be taken where parent’s or a visitor’s behaviour is unacceptable.

## **BEHAVIOUR**

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 (or another parent on the school site) e.g. standing very close to him/her
- The use of aggressive hand gestures e.g. two fingers raised, finger pointed at face
- 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 (Including on social media)
- Swearing at a member of school staff or at other parents on site
- Pushing
- Hitting, e.g. slapping, punching or kicking
- Spitting
- Racist or sexist comments
- Breaking the school's security procedures

**Behaviour which is considered to be serious and/or unacceptable will not be tolerated and will result in the Police being informed.**

## **HARASSMENT**

Situations can arise where staff could find themselves subjected to a pattern of persistent and unreasonable behaviour from individual parents which is not abusive or overtly aggressive, but which can be perceived as intimidating and oppressive. In these circumstances, staff may be faced with a barrage of constant demands or criticisms (on an almost daily basis) which, whilst not particularly taxing or serious when viewed in isolation, can have the cumulative effect over time of undermining their confidence, well-being and health. In extreme cases, the behaviour of the parent may constitute an offence under the protection from Harassment Act 1997. Members of staff who feel they are victims of harassment will inform the Headteacher and keep an incident log. All logs will be collated and monitored. This behaviour may lead to a parent being banned from site.

## **PROCEDURE**

If a parent or member of the public arrives on site angry, upset, or agitated the Headteacher or appropriate senior member of staff will (if safe to do so), seek to resolve the situation through discussion and/or mediation. If necessary, the school's complaints procedure should be followed. However, if a parent or member of the public becomes aggressive, or behaves in an intimidating manner, they will be asked to leave the premises and warned that this behaviour may lead to them being banned from the site. If the behaviour persists, is repeated, or is considered sufficiently serious, they will be banned from the school premises for a period of time, subject to review. All incidents will be recorded using the Incident reporting form included in this policy.

**In the event of a ban being imposed, the following steps will then be taken:**

1. The perpetrator will be warned, 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.
2. Where an assault has led to a ban, a statement indicating that the matter has been reported to the Police.
3. The Chair of Governors will be informed of the ban.
4. Where appropriate, arrangements for students being delivered to, and collected from the school gate will be clarified.
5. Should the ban be breached members of staff should contact the police.
6. A ban will be for a fixed period of time with a review date.

**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 serious it will not be possible to continue working with him/her and, as a final resort, legal action may be taken.

The school will take action where behaviour is unacceptable or serious and breaches our home-school code of conduct or health and safety legislation.

# **AGGRESSIVE BEHAVIOUR FROM PARENTS AND VISITORS** **Incident Reporting Form**

<b>Name of Perpetrator</b>	<b>Name:</b> Parent <input type="checkbox"/> Visitor <input type="checkbox"/> Staff member <input type="checkbox"/>
<b>Name of Victim</b>	<b>Name:</b> Staff member <input type="checkbox"/> Student <input type="checkbox"/> Parent <input type="checkbox"/> Other <input type="checkbox"/> Please state.....

## **Nature of Incident**

Verbal abuse <input type="checkbox"/>	Intimidating behaviour <input type="checkbox"/>
Physical assault <input type="checkbox"/>	Racist/Sexist comment <input type="checkbox"/>
Incitement of others <input type="checkbox"/>	Inappropriate behaviour via social media <input type="checkbox"/>

## **Brief description of the incident**

## **Action Taken**

**Name:** ..... **Signed** ..... **Date** .....