

Saint John's C.E. (A) Primary School

Wheatly Avenue, Trent Vale, Stoke-on-Trent, ST4 6SB



Aggressive & Unacceptable Behaviour by Parents/Carers & Visitors on School Premises Policy

Revision History

Version	Date	Comments	Review Date
3	Autumn 2013	Amended, approved & issued	Autumn 2014
2	Summer 2013	Approved and Issued	Summer 2015
1	Summer 2013	First draft	

1. INTRODUCTION

St. John's CE (A) Primary School values its positive relationships with our parent/carers and visitors and strives to make the school a place where we model good behaviours for the children and the Christian behaviour we teach and expect. We promote respect for all and encourage close links with parents and the community and celebrate differences in a positive manner. We believe that children benefit when the relationship between home and school is a positive one and place a high importance on good positive communication, founded on mutual respect.

The vast majority of parents, carers and others visiting the school are keen to work with us and are supportive of the school. However, a tiny minority of parents have a negative attitude towards the school and sometimes, this has and can result in aggression, verbal and/or physical abuse towards school staff and impact on children's education. The school community need to be clear about the actions which will be taken if instances of unacceptable behaviour occur, including verbal or physical threats or assaults to staff. Being on the receiving end of any unacceptable behaviour or act of aggression (verbal or physical) won't ever be regarded by school staff as "a normal part of the job"

St John's CE (A) Primary 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. St. Johns expects parents and other visitors to behave in a reasonable way towards all school staff. This policy outlines the steps that will be taken where parent/carer behaviour is unacceptable.

2. BEHAVIOUR

Types of behaviour that are considered unacceptable and will not be tolerated. 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.**
- **The use of foul language in staff presence**
- **Physically intimidating a member of staff e.g. standing very 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 on social media sites so the person could be identified**
- **Swearing at a member of school staff**
- **Pushing -any physical violence**
- **Spitting**
- **Racist or sexist comments**
- **Breaking the school's security procedures**

Unacceptable behaviour will result in Stoke-on-Trent City Council 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 the school staff, the Headteacher or appropriate senior staff member will seek to resolve the situation through discussion and mediation. In most instances, if a child or member of staff is upset by the unacceptable behaviours of another, it is hoped the situation will be resolved through mediation without the need for further action. However, if necessary, the school'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 or carer may be banned by the Chair of Governor

acting on behalf of the Governing Body, from the school premises for a period of time, subject to review.

Implications for serious incidents, Section 547 of the education Act 1996 makes it an offence for any person on school premises to cause or permit a nuisance or disturbance and allows for the removal and prosecution of any person believed to have committed an offence. A parent/carer of a child attending school normally has implied permission to be on school premises at certain times and for certain purposes, but if the parent's behaviour is unreasonable, this permission may be withdrawn. They could have a ban imposed on them and they would then become a trespasser on the school site.

Prior to being banned the following steps will be taken:

1. The parent 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 Stoke on Trent City Council and the Police will be included.
3. Where appropriate, arrangements for pupils being delivered to, and collected from the school gate will be clarified.

4. CONCLUSION

Pupils learn best when there is a positive partnership between home and the school. Whilst every effort will always be made to work with parents, this will only be possible where all parents behave in an acceptable way. Unfortunately, where a parent's behaviour is either unacceptable 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 and breaches our home-school code of conduct or health and safety legislation.

Approved and Authorised by:

Signed

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Headteacher/Co-ordinator

Signed

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Chair of Governors/Governor

Date:

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