



Managing Aggressive Behaviour from Parents & Visitors

Introduction

At North Road Academy / Nursery, we value the positive relationships forged with parents and visitors to the school. We encourage close links with parents and the community and believe that pupils benefit when the relationship between home and school is a positive one.

We also strive to make our school a place where as adults, we model for children the behaviour we teach and expect. As a school we promote respect for all with whom we work, and celebrate differences in a positive manner. We place a high importance on good manners, positive communication and mutual respect.

The vast majority of parents, carers and visitors to North Road Academy / Nursery are keen to work with us and are supportive of the school. However, on the rare occasions when a negative attitude towards the school is expressed, this can result in aggression, verbal and/or physical abuse towards members of the school community.

The directors expect 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 and abuse. We expect parents and other visitors to behave in a reasonable way towards members of school staff. This policy outlines the steps that will be taken where behaviour is unacceptable.

Definition of unacceptable behaviour

Types of behaviour that are considered serious and unacceptable and will not be tolerated include:

- Shouting at members of the school staff, either in person or over the telephone;
- Physically intimidating a member of staff, e.g. by standing very close to her/him;
- The use of aggressive hand gestures;
- Threatening behaviour;
- Shaking or holding a fist towards another person;
- Swearing;
- Pushing;
- Hitting, e.g. slapping, punching and kicking;
- Spitting;
- Breaching the school's security procedures.

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

The Legal Framework

Section 547 of the Education Act 1996 makes it an offence for any person to be 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 of a child attending a 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. This also applies to all other individuals invited into the school for other reasons.

Parents, carers or other visitors exhibiting unacceptable behaviour could have a ban which prevents access to the school premises imposed on them. Should they ignore this ban, they would then become a trespasser on the school site.

The Headteacher will take the lead in authorising the removal of a person believed to be causing a nuisance or disturbance, and, if necessary, will bring legal proceedings against them.

Unacceptable behaviour by parents, carers or visitors may result in the local authority and the police being informed.

Dealing with incidents

If a parent/carer/visitor behaves in an unacceptable way towards a member of the school community, the head teacher or appropriate senior staff will assess the level of risk before deciding on a future course of action. The Headteacher/senior leader may seek to resolve the situation through discussion and mediation. This may include meeting the parent, clarifying the school's expectations and agreeing strategies to manage future incidents. If necessary, the school's complaints procedures will be followed.

Where all procedures have been exhausted and aggression or intimidation continues OR where there is an extreme act of violence then further action may be taken including banning the individual from school premises. In some circumstances, the individual would be advised in writing by the headteacher that following the incident of unacceptable behaviour, a ban is being considered. They would then be given an opportunity to explain their actions, after which a decision would be made about imposing the ban. If after a ban has been imposed, and the individual comes on to school premises, the Police would be called immediately. The directors would then decide, in conjunction with the local authority whether to consider taking out a Court Injunction preventing this from happening again.

Banning Procedures

In imposing a ban the following steps will be taken:

- The parent/carer/visitor will be informed, in writing, that she/he is banned from the premises (subject to review) and of the consequences if the ban is breached. 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.
- Where appropriate, arrangements for pupils being delivered to, and collected from the school gate will be clarified.

- A review date for consideration of the ban will be decided upon and communicated to the parent/carer/visitor
- Following the review the outcome will also be communicated to the parent/carer/visitor

Conclusion

The local authority may also 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 Authority's education, health and safety and legal departments, to ensure fairness and consistency.

Signed *Naeem Bashir*

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