



MANAGING AGGRESSIVE BEHAVIOUR FROM PARENTS AND VISITORS TO OUR SCHOOL 2023 - 2025

Effective Date: November 2014

Last Reviewed: June 2023

Reviewed by: Karen Hayward

Next Review Date: June 2025

1. Statement of Intent

Greensand Federation encourages close links with parents/guardians and the community. We believe that students benefit when the relationship between home and school is a positive one.

The vast majority of parents, guardians and others visiting our schools are keen to work with us and are supportive of the schools. However, on the rare occasions when a negative attitude towards a school is expressed, this can result in aggression, verbal and/or physical abuse towards school staff.

Our Federation expects and requires 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 an extreme case, of appropriate self-defence.

We expect parents/guardians 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. Behaviour

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

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

- Shouting at school staff, either in person or over the telephone
- Physically intimidating a member of staff, e.g., standing very close to her/him
- The use of aggressive hand gestures
- Threatening school staff
- Shaking or holding a fist towards another person
- Swearing at a member of school staff
- Inappropriate language in any written communication
- Pushing
- Hitting, e.g., slapping, punching and kicking
- Spitting
- Racist or sexist comments including homophobic
- Breaking the school's security procedures

Unacceptable behaviour will result in Central Bedfordshire Council and the Police being informed of the incident.

3. Procedure

When a parent/guardian or member of the public behaves in an unacceptable way towards a member of the school staff, the Executive Principal or appropriate senior staff will seek to resolve the situation through discussion and mediation. 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 guardian may be banned by the Executive Principal from the school premises for a period of time, subject to review.

Prior to being banned the following steps will be taken:

- a) The parent/guardian will be informed, 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 application may follow
- b) Where an assault has led to a ban, a statement indicating that the matter has been reported to Central Bedfordshire Council and the Police will be included
- c) The Chair of Governors will be informed of the ban
- d) Where appropriate, arrangements for students being delivered to, and collected from the school gate will be clarified.

4. Summary Statement

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

In implementing this policy, the Federation will, as appropriate, seek advice from the Council's Education, Health and Safety and Legal Departments, to ensure fairness and consistency.