

SACRED HEART
CATHOLIC VOLUNTARY ACADEMY



LIVE LEARN LOVE

AGGRESSIVE BEHAVIOUR
PARENTS AND VISITOR POLICY

APPROVED BY
THE LOCAL GOVERNING BODY
JANUARY 2024 – JANUARY 2025

REVIEW DATE – JANUARY 2025

Handwritten signature

B. P. Monaghan

School Policy on managing aggressive behaviour from Parents and visitors to our school

Statement of intent

Sacred Heart Academy encourages close links with parents and the 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. 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 school staff and other visitors.

Our school 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. We expect all parents 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.

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 including finger pointing.
- Aggressive and disrespectful language in text, email, Dojo or in person.
- Any threatening of school staff. This can include verbally, via texts, emails, Facebook etc.
- Shaking or holding a fist towards another person
- Swearing at a member of school staff
- Pushing
- Hitting, e.g. slapping, punching and kicking
- Spitting
- Racist or sexist comments
- Breaking the school's security procedures which include forcing entry into the school against the express wishes of any member of staff and scaling fences and boundaries.

Procedure

When a parent or member of the public behaves in an unacceptable way towards a member of the school staff or a visitor/other parent, the Headteacher or appropriate senior staff will seek to resolve the situation through discussion and mediation.

Unacceptable behaviour can result in the Police being informed of the incident. 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 may be withdrawn. They could have a ban imposed on them. Then they would then become a trespasser on the school site. The Governing Body, in conjunction with the Headteacher or a member of the SLT 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.

If it is felt that if an individual is likely to cause further threats or harm to staff, an immediate ban would be imposed with an opportunity to review after the 6 month period has expired.

In other circumstances, the individual would be advised in writing that following the incident of unacceptable behaviour, a ban is being considered and they would be given an opportunity to explain their actions, after which a decision would be made about imposing the ban.

Conclusion

Sacred Heart will take action where behaviour is unacceptable or serious and breaches the safety of our children, staff and visitors of the school.