



Managing Aggressive Behaviour from Parents and Visitors

'Together we are stronger'

Rossington All Saints Academy

Policy on managing aggressive behaviour from parents and visitors to our academy.

Statement of principles

The Education Advisory Body of Rossington All Saints Academy encourages close links with parents and the community. It believes that pupils benefit when the relationship between home and academy is a positive one.

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

The Education Advisory Body expects and requires the members of staff at the academy 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, and the right, in an extreme case, of appropriate self defence.

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

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

- shouting at members of the academy staff, either in person or over the telephone;
- physically intimidating a member of staff, eg 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, eg slapping, punching and kicking;
- spitting;
- breaching the academy's security procedures.

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

Unacceptable behaviour may result in the local authority and the police being informed of the incident.

Procedure to be followed

If a parent/carer behaves in an unacceptable way towards a member of the academy community, the head teacher or appropriate senior staff will seek to resolve the situation through discussion and mediation. If necessary, the academy's complaints procedures 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 head teacher from the academy premises for a period of time, subject to review.

In imposing a ban the following steps will be taken:

1. The parent/carer will be informed, in writing, that she/he is banned from the premises, subject to review, and what will happen if the ban is breached, e.g. that police involvement or an injunction application may follow
2. 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
3. The Chair of the EAB/DAT will be informed of the ban.
4. Where appropriate, arrangements for pupils being delivered to, and collected from the academy gate will be clarified.

Conclusion

The local authority itself may take action where behaviour is unacceptable or there are serious breaches of our home-academy code of conduct or health and safety legislation.

In implementing this policy, the academy will, as appropriate, seek advice from DAT's education, health and safety and legal departments, to ensure fairness and consistency.

This Policy will be reviewed every three years or when relevant legislation changes, by the Trust and the JNC policy committee.

Signed: 

Chair of EAB.

Date: 12/12/2016