



# Rednock School

Quality, Partnership, Success

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Proposed Policy:	Managing Aggressive Behaviour from Parents and Visitors	Responsibility Of:	Headteacher
Date of Ratification:	July 2022	Date of Review:	July 2024

## POLICY ON MANAGING AGGRESSIVE BEHAVIOUR FROM PARENTS & VISITORS

### Statement of Principles

The Governing Body of Rednock School encourages close links with parents / carers and the community. It believes that students 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 of the school. However, on the rare occasions when a negative attitude towards the school is expressed, this can result in aggression, written, verbal and/or physical abuse towards members of school staff or the wider school community.

The Governing Body expects and requires its 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, and the right, in an extreme case, to appropriate self defence.

We expect parents / carers 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.

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

- shouting at members of the school staff, either in person or over the telephone;
- physically intimidating a member of staff, e.g. standing very close to him / her;
- sending abusive or threatening emails or text / voicemail / phone messages or other written communications (including social media) to anyone within the school community;
- defamatory, offensive or derogatory comments regarding the school or any of the students, parents, staff or governors at the school on Facebook or other sites;
- 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.

### **Unacceptable behaviour may result in the police being informed of the incident.**

#### **Procedures to be followed**

If a parent / carer behaves in an unacceptable way towards a member of the school community, the Head Teacher or appropriate senior staff will seek to resolve the situation through discussion and mediation. If necessary, the school'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 school 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 police will be included;
3. The Chair of Governors and the Local Authority will be informed of the ban;
4. Where appropriate, arrangements for students being delivered to, and collected from the school gate will be clarified.

#### **Managing Aggressive Behaviour within Telephone Conversations or via email**

1. Notes of telephone conversations should be written up and a summary sent to the Community Leader or Head of Department, if appropriate and emails should be copied to the CL or HoD, if appropriate;
2. Any criticism of the school or of individual colleagues must be referred to the Senior Leadership Team as a matter or urgency. Under no circumstances should such criticism be commented upon by colleagues without advice from the Senior Leadership Team;
3. All communication from parents should receive a response within 48 hours. In some cases, this may be to say a matter is being investigated further;
4. Should the caller become abusive or threatening, please advise them that you will be recording the call. If the caller persists with an unacceptably aggressive response, please conclude your conversation by advising that you will ask a more senior member of staff to take the matter forward. Should an email be deemed to be abusive or threatening please send the email to a more senior member of staff who will decide on a response and from whom it should come;
5. At this point, please advise the Community Leader or Head of Department verbally and follow up with a written incident form to them, copying in the Head Teacher.