

THE ACORNS PRIMARY and NURSERY and WHITLEY VILLAGE  
FEDERATED SCHOOL

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**ABUSIVE  
PARENT/CARERS/VISITORS  
POLICY**

Date: 26<sup>th</sup> March 2014

## **Abusive Parents/Carers/Visitors Policy**

### **Statement of intent**

As a general rule, schools are orderly, safe places, where relationships between staff and visitors, especially parents, demonstrate mutual respect and recognition of shared responsibility for pupil's welfare and educational progress. Parental involvement is an important factor in educational success and in dealing with emerging problems at an early stage. The Acorns Primary & Nursery & Whitley Village School 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 Governing Body is responsible for protecting the health and safety of their staff and pupils.

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, threatening behaviour, verbal and or physical abuse towards a member of the school community.

Our school expects and requires staff to behave professionally in these difficult situations, and to attempt to defuse the situation where possible, seeking the involvement as appropriate of other colleagues. However, all member of the school community 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/carers and other visitors to behave in a reasonable way towards other members of the school community. This policy outlines the steps that will be taken where parent/carer/visitor behaviour is unacceptable.

### **Types of behaviour that are considered serious and unacceptable and will not be tolerated towards any member of the school community:**

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

- Shouting, either in person or over the telephone
- Speaking in an aggressive/threatening tone
- Physically intimidating, e.g. standing very close to her/him
- The use of aggressive hand gestures/exaggerated movements
- Physical threats
- Shaking or holding a fist towards another person
- Swearing
- Pushing
- Hitting, e.g. slapping, punching or kicking
- Spitting
- Racist or sexist comments
- Breaking the school's security procedures

Unacceptable behaviour may result in the Police being informed of the incident.

## **Procedures**

Where such behaviour does occur, the Governing Body will play a pro-active role in taking all possible action to deal with it.

When a parent/carer or member of the public behaves in an unacceptable way during a telephone conversation, staff at the school have the right to terminate the call. The incident will be reported by staff to the Senior Management Team. The school reserves the right to take any necessary actions to ensure that members of the school community are not subjected to verbal abuse. The school may warn the aggressor, ban them from the school, and/or contact the police.

When a visitor behaves in an unacceptable way in person towards a member of the school staff the Head or in their absence a member of the Senior Management Team 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 continues, or where there is an extreme act of violence, the discussion will be terminated and the visitor will be asked to leave the school immediately. The police will be called if necessary.

A visitor may also be banned from the school premises for a period of time, which will be determined by the school.

On **ALL** occasions an incident form will be completed and evidence taken from witnesses. (Appendix A)

Consideration will be given (in conjunction with the Chair of Governors who will almost certainly wish to consult the Governing Body) as to what follow up action may be necessary e.g. whether someone should be refused entry to the premises.

Consideration will be given as to whether some kind of support may be necessary e.g. counselling, occupational health or legal support.

On-going liaison will be maintained with the Police if there is police involvement.

Members of the school community will be kept informed where this does not conflict with confidentiality.

Prior to being banned the following steps will be taken:

- 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.
- The Chair of Governors will be informed of the ban.
- Incidents of verbal or physical abuse towards staff may result in the police being informed, and may result in prosecution.

## **Risk Assessment**

At yearly intervals an assessment of risk to staff, pupils and others from abusive or violent visitors will be conducted by the Governing Body.

A risk assessment should:

- Identify and assess the risks.
- Determine appropriate actions.
- Implement the actions.
- Monitor the results and
- Provide feedback.

## **Conclusion**

If a parent/carer/visitor is intimidating, threatening or aggressive towards a member of the school community any interaction will be terminated immediately and the person will be instructed to leave the premises. Further action may be taken by the school.

The Acorns Primary & Nursery & Whitley Village School will take action where behaviour is unacceptable or serious and breaches our related policies.

**Appendix A:**

**Incident Report Form**

(Includes trespass, nuisance or disturbance on school premises, verbal abuse, sexual or racial abuse, threats, aggression, physical violence and intentional damage to personal property).

This form should be completed as fully as possible. Please confine your information to matters of fact; you should expect that this form would be made available to any interested person. A member of staff should complete the form for an incident involving or witnessed by a pupil. Please use continuation sheet if necessary.

Date of incident ..... Day of week ..... Time .....

**1. Member of staff or other person reporting incident**

Name .....

Work address: (if different from school address)

.....

Position .....

**2. Personal details of person assaulted/verbally abused (if appropriate)**

Name .....

Work address: (if different from school address)/home address (if pupil).

.....

Job/Position (if member of staff) .....

Dept/Section/Class .....

Age ..... Gender .....

3. Details of trespassers/assailant(s) (if known)

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4. Witness(es) if any

Name .....

Address .....

Age (approx) ..... Gender .....

Other Information

Relationship between member of staff/pupil and trespasser/assailant, if any

5. Details of incident

a) Type of incident (e.g. if trespass, was the trespasser causing a nuisance or disturbance and how, if assault, give details of any injury suffered, treatment received etc.

b) Location of incident (attach sketch if appropriate)

c) Other details: describe incident, including, where relevant, events leading up to it; relevant details of trespasser/assailant not given above; if a weapon was involved, who else was present.

6. Outcome: (e.g. whether police called; whether trespasser was removed from premises under section 547 Education Act 1996; whether parents contacted; what happened after the incident; any legal action)

If you have other comments that you wish to discuss then please contact the Headteacher directly.

Signed ..... Date .....

Please return as soon as possible to:

Executive Headteacher, The Acorns Primary & Nursery & Whitley Village School, Pooltown Road,  
Ellesmere Port, CH65 7ED