Edwards Hall Primary School

Adult Behaviour Policy

Reference:	Dealing with Violent and Abusive Visitors
Responsibility of:	Headteacher
Date Issued:	December 2022
Review Date:	December 2026 - Reviewed December 2029

Statement of Principles

The school encourages close links with parents and the community. It believes 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 of the school. 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 members of school staff or the wider school community.

The school 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. 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 school staff. This policy outlines the steps that will be taken where behaviour is unacceptable.

This policy sits alongside the Learning in Harmony Trust's Policy on removing parental permission to enter the school site.

Measures to Avoid Prevent and Minimise Incidents

The Headteacher will take the lead role in relation to the policy.

Advice to staff about how they should act and behave in the incident will be provided and to new staff as and when they join the school.

Strategies advised include:

- Be assertive but not aggressive
- Speak calmly without raising the voice
- Seek assistance
- Be polite but firm
- Maintain a safe distance between yourself and the aggressor
- Think about an escape route should a need arise
- Remember body language and stances to protect yourself physically
- Consider location for potentially difficult encounter and seek advice from the Head Teacher beforehand

Violence, Threatening Behaviour and Abuse

All staff members have a right to expect that their school is a safe place in which to work and that prompt and appropriate action will take place on their behalf if they are subject to violence, threatening behaviour and abuse by parents and other adults on school premises.

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

- 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 them)

- The use of aggressive hand gestures
- Threatening behaviour
- Property damage
- Swearing or discriminatory remarks
- Pushing
- Hitting (e.g. slapping, punching and kicking)
- Unauthorised contact or restraint
- Confronting, chastising or disciplining another parent's child directly on school grounds
- Spitting
- Breaching the school's security procedures.
- Making unreasonable demands or persistent bullying
- Online or email harassment
- Unauthorised recording of phone calls or meetings

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

Unacceptable behaviour may also result in the employing body 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 school community, the Head Teacher will seek to resolve the situation through discussion and mediation. If it's appropriate, the school's complaints procedures should be followed.

Where all relevant procedures have been exhausted and aggression or intimidation continue, or where there is an extreme act of violence, a parent/carer may be banned by the Head of School from the school's premises for a defined period of time.

In imposing a ban, the following steps will be taken:

1. The parent/carer will be informed, in writing, that they are banned from the school's premises, subject to review, and what will happen if the ban is breached e.g. police involvement or an injunction application may follow
2. Where an assault has led to a ban, a statement indicating the matter has been reported to the employing body and the police will be included
3. The chair of governors will be informed of the ban
4. Where appropriate, arrangements for pupils being delivered to and collected from the school gates will be clarified.

Conclusion

The employing body may take action where behaviour is unacceptable, or there are serious breaches of health and safety legislation. In implementing this policy, the school will, as appropriate, seek advice from the employing body's education, health and safety, and legal departments to ensure fairness and consistency. The policy will be reviewed every 3 years

Appendix 1
Incident Report Form

Date of incident	
Time of incident	
Name of person reporting incident	
Date incident reported	
Member of staff recording incident	
Date incident recorded	

Name(s) of person(s) causing incident
(where name(s) is/are unknown, provide other details of which may allow their identification)

Status(es) (parents/carers/visitors/trespassers)

Full description of incident (e.g. names of persons involved; location; nature of any injuries; attendance of emergency services)

Names of any witnesses	**Statuses**

Initial action/outcome (e.g. Informal conciliation; police intervention; warning or banning letter issued)

Summary of subsequent actions taken by the school, including risk assessments

Linked incidents (if any)

Signed: ……..…….....

Signed: ……..……. Head Teacher

Appendix 2
Warning letter, from the Head Teacher: to parent/carer with child/ren at the school

RECORDED DELIVERY

Date

Dear ……..

I have received a report about your conduct at the school on **(enter date and time)**.

(Add factual summary of the incident and of its effect on staff, pupils, other parents)
I must inform you that the school will not tolerate conduct of this nature on its premises and will act to protect its staff and pupils.

Therefore if, in the future, I receive any reports of conduct of this nature I will be forced to consider removing your licence to enter the school grounds and buildings. If you do not comply with that instruction I will be able to arrange for you to be removed from the premises and prosecuted under Section 547 of the Education Act 1996. If convicted under this section, you are liable to a fine of up to £500.

Nevertheless, I wish to give you an opportunity to give me in writing any comments or observations of your own in relation to the report which I have received about your conduct. These comments may include any expressions of regret on your part and any assurances you are prepared to give about your future good conduct. To enable me to take a decision on this matter at an early point, you are asked to send me any written comments you wish to make by **(state date ten working days from the date of letter)**.

Yours sincerely,

Headteacher