

Policy on Managing Aggressive Behaviour from Parents and Visitors to our School

Last Reviewed:	January 2023	Next Review:	January 2024
Review Period	Annually		
Reviewed by:	LGB		

1. Mission Statement

The staff at Verulam are dedicated to creating:

- Strong individuals – academically
- Strong individuals – mentally, emotionally, character
- Ensuring all are known, all are loved
- Creating a school for all types of student
- Developing strong moral compass
- Developing healthy concepts of masculinity
- Stamping out misogyny & sexual violence
- Dispelling ignorance
- Developing cultural and global capital
- Developing creative thinkers to address the global skills crisis
- Embedding core values – Excellence, Character and Respect
- Ensuring all students leave Verulam for Life

2. Statement of Principles

The Governing Body of Verulam School encourages close links with parents and the community. It believes that pupils benefit when the relationship between home and school is a positive one, as is supported in our Mission Statement. 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, or forms of behaviour such as harassment, 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, abuse, or harassment 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. Types of behaviour that are considered serious and unacceptable and will not be tolerated:

- harassment via email, phone or social media – repeatedly emailing using language that is emotive, attacking or offensive
- shouting at members of the school staff, either in person or over the telephone;
- shouting and aggressive behaviour in front of pupils
- physically intimidating a member of staff, eg standing very close to her/him;
- the use of aggressive hand gestures;
- threatening behaviour – either in person or via email or phone;
- shaking or holding a fist towards another person;
- swearing;
- pushing;
- hitting, eg 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 local authority and the police being informed of the incident.

3. Procedure to be followed

If a parent/carer behaves in an unacceptable way towards a member of the school community, the Headteacher, or appropriate senior member of 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 or harassment, a parent or carer may be banned by the Headteacher from the school premises for a period of time and may not have any form of email or phone communication responded to (unless in the case of an emergency), 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 and/or staff will not respond via email or phone (unless in the case of an emergency), subject to review, and what will happen if the ban is breached, eg. 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 Governors/LA will be informed of the ban.

4. Where appropriate, arrangements for pupils being delivered to, and collected from the school gate will be clarified.

4. Conclusion

The local authority itself may take action where behaviour is unacceptable or there are serious breaches of our home-school code of conduct or health and safety legislation. In implementing this policy, the school will, as appropriate, seek advice from the Local Authority's education, health and safety and legal departments, to ensure fairness and consistency

ANNEX 1

Incident Report Form

Relevant incidents include trespass, nuisance or disturbance on school premises, verbal abuse, harassment, sexual or racial abuse, threats, aggression, physical violence and intentional damage to property.

Where possible, the form should be completed before any discussion between witnesses is possible, as this might lead to allegations of collusion.

This form should be completed as fully as possible please, using a continuation sheet, if necessary. For any incident involving or witnessed by a pupil or parent/carer/visitor, a member of staff should complete the form on their behalf.

The completed form should be passed to the head teacher, for appropriate action and recording

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:



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):