

Acre Heads Primary School



Policy on Managing Abusive Parents/Carers or Visitors to Acre Heads Primary

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Policy on Managing Abusive Parents/Carers or Visitors to the School

Ethos and Expectations

Acre Heads Primary School values strong partnerships with parents and the wider community. We believe pupils thrive when home and school work together positively.

The vast majority of parents, carers, and visitors are supportive and collaborative. However, on rare occasions, negative attitudes towards the school can lead to aggression, verbal abuse, or even physical abuse directed at staff or members of the school community.

The governing body expects staff to act professionally in such situations, attempting to defuse conflict and involving colleagues where appropriate. However, all staff have the right to work without fear of violence or abuse and, in extreme cases, the right to appropriate self-defence. We expect parents and visitors to behave reasonably towards staff at all times. This policy sets out the steps that will be taken when behaviour is unacceptable.

Behaviour considered serious and unacceptable

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

- shouting at members of the school staff, parents or children either in person or over the telephone;
- physically intimidating a member of staff, parent or child e.g. standing very close to her/him;
- the use of aggressive hand gestures;
- threatening behaviour;
- shaking or holding a fist towards another person;
- swearing;
- using abusive/ offensive language
- pushing;
- hitting, e.g. slapping, punching and kicking;
- spitting;
- racist, sexist, homophobic or transgender comments;
- 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.

Procedure to be followed

If a parent, carer, or visitor behaves in an unacceptable way:

1. Initial Response

- The Headteacher or senior staff will attempt to resolve the situation through discussion and mediation.
- If behaviour persists, the meeting will be terminated, and the visitor asked to leave.
- The school's complaints procedure may be followed if appropriate.

2. Persistent or Extreme Behaviour

- Where aggression or intimidation continues, or in cases of extreme violence, the Headteacher or Chair of Governors may ban the individual from the premises under Section 547 of the Education Act (1996).
- The school may first issue a warning and seek reassurance about future behaviour. If reassurance is not given, a formal ban will follow.
- In severe cases, an immediate ban may be imposed.

3. Notification

- The parent/carer will be informed in writing of the ban, its duration, and consequences of breaching it (e.g., police involvement or injunction).
- Where an assault has occurred, the letter will confirm that the matter has been reported to the local authority and the police.

4. Arrangements for Pupils

- Where necessary, arrangements for drop-off and collection at the school gate will be clarified.

Adults in school have a responsibility to model high standards of behaviour, as their example strongly influences pupils.

Conclusion

If a parent/carer/visitor is intimidating, threatening or aggressive towards any 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 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 Education Authority, to ensure fairness and consistency.