



Willoughton Primary School

The Cliff Federation

Policy for Managing Aggressive Behaviour of Parents and Visitors

<u>Policy Information</u>			
Status:	Recommended	Reviewed by:	Full Governing Board
Cycle of Review:	Every two years	Policy Ratified	June 2025
Signed as accepted:			

The Governing Body of The Cliff Federation encourages close links with parents and the community. It believes that pupils benefit when the relationship between home and school is a positive one.

At The Cliff Federation, we are very fortunate to have a supportive and friendly parent body. Our parents recognise that educating children is a process that involves partnership between parents, class teachers and the school community. As a partnership, our parents will understand the importance of a good working relationship to equip children with the necessary skills for adulthood. For these reasons we continue to welcome and encourage parents/carers to participate fully in the life of our school.

The purpose of this policy is to provide a reminder to all parents, carers and visitors to our school about the expected conduct. This is so we can continue to flourish, progress and achieve in an atmosphere of mutual understanding. 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 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, 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.

Governing Body: Full Governors

Review Date:

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We expect parents, carers and visitors to:

- Respect the caring ethos of our schools;
- Understand that both teachers and parents need to work together for the benefit of their children;
- Demonstrate that all members of The Cliff Federation community should be treated with respect and therefore set a good example in their own speech and behaviour;
- Seek to clarify a child's version of events with the school's view in order to bring about a peaceful solution to any issue;
- Correct own child's behaviour especially in public and in school grounds where it could otherwise lead to conflict, aggressive behaviour or unsafe behaviour in line with the school's code of conduct;
- Approach the schools to help resolve any issues of concern;
- Avoid using staff as threats to admonish children's behaviour.

In order to support a peaceful and safe school environment The Cliff Federation cannot tolerate parents, carers and visitors exhibiting the following:

- Disruptive behaviour that interferes or threatens to interfere with the operation of a classroom, an employee's office, office area or any other area of the school grounds; Using loud/or offensive language, swearing, cursing, using profane language or displaying temper.
- Threatening to do actual bodily harm to a member of school staff, Governor, visitor, fellow parent/carers or pupil regardless of whether or not the behaviour constitutes a criminal offence.
- The use of physical aggression towards another adult or child. This includes physical punishment against your own child on school premises.
- Physically intimidating a member of staff, e.g. standing very close to her/him, the use of aggressive hand gestures, threatening behaviour, shaking or holding a fist towards another person, pushing; hitting, e.g. slapping, punching and kicking, spitting.
- Approaching someone else's child in order to discuss or chastise them because of the actions of this child towards their own child. (Such an approach to a child may be seen to be an assault on that child and may have legal consequences).
- Breaching the school's security procedures.
- Damaging or destroying school property.
- Abusive or threatening e-mails or text/voicemail/phone messages or other written communication.
- Defamatory, offensive or derogatory comments regarding the school or any of the pupils/parent/staff, at the school on Facebook or other social sites. (See Appendix 1).
- Smoking and consumption of alcohol or other drugs whilst on school property.
- Dogs being brought on to school premises.

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

Procedure to be followed

If a parent/carers or visitor behaves in an unacceptable way towards a member of The Cliff Federation community, the Executive Head Teacher or appropriate 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 the unacceptable behaviour continues, 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:

- 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
- 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
- The chair of governors/LA will be informed of the ban
- Where appropriate, arrangements for pupils being delivered to, and collected from the school gate will be clarified.

Any concerns you may have about the school must be made through the appropriate channels by speaking to the class teacher, the Executive Head teacher or the Chair of Governors, so they can be dealt with fairly, appropriately and effectively for all concerned.

Conclusion

Should any of the unacceptable behaviour occur on school premises, The Cliff Federation may feel it is necessary to contact the appropriate authorities.

The local authority itself may take action where there are serious breaches health and safety legislation.

In implementing this policy, The Cliff Federation will, as appropriate, seek advice from the Local Authority's education, health and safety and legal departments, to ensure fairness and consistency.

Appendix 1

Inappropriate use of Social Network Site – See also Social Media Policy

Social media websites are being used increasingly to fuel campaigns and complaints against schools, Head Teachers, school staff, and in some cases other parents/pupils.

The Governors of The Cliff Federation consider the use of social media websites being used in this way as unacceptable and not in the best interests of the children or the whole school community. Any concerns you may have must be made through the appropriate channels by speaking to the class teacher, the Executive Head Teacher or the Chair of Governors, so they can be dealt with fairly, appropriately and effectively for all concerned.

In the event that any pupil or parent/carer of a child/ren being educated in The Cliff Federation is found to be posting libellous or defamatory comments on Facebook or any other social network sites, they will be reported to the appropriate 'report abuse' section of the network site.

All social network sites have clear rules about the content that can be posted on the site and they provide robust mechanisms to report content or activity that breaches this. The schools will also expect that any parent/carer or pupil remove such comments immediately.

In serious cases, The Cliff Federation will also consider its legal options to deal with any such misuse of social networking and other sites. Additionally, and perhaps more importantly, is the issue of cyber bullying and the use by one child or a parent to publicly humiliate another by inappropriate social network entry. We will take and deal with this as a serious incident of school bullying.