



# **Saltash Multi Academy Regional Trust**

## **Policy on Managing aggressive behaviour from parents and visitors**

**March 2016**



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**We use common-sense everyday definitions throughout our policies to make them easier to read and understand for all.**



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## Statement of Principles

The Trust Board of SMART encourages close links with parents and the community. It believes that students benefit when the relationship between home and school is a positive one.

The vast majority of parents, carers and others visiting and contacting school are keen to work with us and are supportive. However, on the rare occasions when a negative attitude towards the school is expressed, this can result in aggression, verbal or physical abuse towards members of school staff or the wider school community.

The Trust Board 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.

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

- shouting at members of school staff, either in person or over the telephone;
- physically intimidating a member of staff, eg standing very close to him/her;
- the use of aggressive hand gestures;
- threatening behaviour;
- shaking or holding a fist towards another person;
- swearing;
- using abusive or derogatory language, this includes such use in written communication;
- pushing;
- hitting, eg slapping, punching or kicking;
- spitting;
- breaching the school's security procedures.

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

**Unacceptable behaviour may result in the police being informed of the incident.**



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## **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 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, a parent or carer may be banned by the Headteacher/Trust Board from the school premises for a period of time, 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, subject to review, and what will happen if the ban is breached, eg that police involvement or an injunction may follow.
- 2 Where an assault, whether physical or extreme verbal aggression and intimidating behaviour, has led to a ban, a statement indicating that the matter has been reported to the police will be included.
- 3 The Chair of Governors will be informed of the ban.
- 4 Where appropriate, arrangements for students being delivered to, and collected from, the school gate will be clarified.

## **Conclusion**

The Trust Board, itself, may take action where behaviour is unacceptable or there are serious breaches of the home-school code of conduct or health and safety legislation. In implementing this policy, the school will, as appropriate, seek advice to ensure fairness and consistency.

This policy will be reviewed annually.