



BRIDGE & PATRIBOURNE CEP SCHOOL

DEALING WITH AGGRESSIVE PARENTS POLICY & PROCEDURE

Key Personnel

Headteacher: James Tibbles

Chair of Governors: Matthew Jones

Key Dates

Ratified by FGB: December 2019

Date of next review: December 2022

Statement of Intent

The Governing Body of Bridge & Patricbourne Church of England Primary (CEP) School encourages close links with parents with parents and the community. It believes that pupils benefit when the relationship between home and school is a positive one.

At Bridge & Patricbourne CEP School, we are very fortunate to have a supportive and friendly parent body. Our parents recognize 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 occasion 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 staff have the right to work without fear of violence and abuse and the right, in extreme cases, of appropriate self-defence.

We expect parents and other visitors to behave in a reasonable way towards members of the school staff. This policy outlines the steps that will be taken where behaviour is unacceptable.

Expectations of Adults in School

As well as following the guidance set out in our Home-School Agreement, we expect parents, carers and visitors to:

- Respect the caring ethos of our school.
- Understand that both teachers and parents need to work together for the benefit of their children.
- Demonstrate that all members of the school 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 school 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 school 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 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/carer 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, for example, standing very close to him/her, the use of aggressive hand gestures, threatening behaviour, shaking or holding a fist towards another person, pushing, hitting, eg 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).
- 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 whilst on school property.
- Dogs being brought onto school premises.

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

Procedure

If a parent/carer or visitor behaves in an unacceptable way towards a member of the school community, the Headteacher, or appropriate member of staff, will seek to resolve the situation through discussion and mediation. If necessary, the school's complaints procedure 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 Headteacher 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, for example, that police involvement or an injunction 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/local authority will be informed of the ban.
- Where appropriate, arrangements for students 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 Headteacher 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 school 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 school will, as appropriate, seek advice from the local authority's education, health and safety and legal departments, to ensure fairness and consistency.