

Howes Primary School
Managing Abusive
Visitors to School
Policy



1. Introduction

The ethos of Howes Community Primary School encourages close links with parents and the whole school community. The staff and governors believe that pupils benefit when the relationship between home and school is a positive one.

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 towards members of school staff or the wider school community.

The school and governing body expects and requires its members of staff to behave professionally in these difficult situations and will 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. 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.

2. Behaviour

Types of behaviour that are considered unacceptable and will not be tolerated at Howes Community Primary School are:

- verbal aggression towards members of staff, parents/cares or children either in person or over the telephone eg. raising of the voice; using abusive or offensive language; use of racist, sexist, homophobic or transgender comments
- physically intimidating members of staff, parent/carer or child eg standing very close to her/him; the use of aggressive hand gestures; threatening behaviour
- physical aggression towards members of staff, parents/carers or children eg, pushing; hitting; punching; kicking; spitting
- Physical or verbal aggression in front of children
- 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. Procedures

If a parent/carer or visitor 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 the unacceptable behaviour continues, the meeting will be terminated and the visitor will be asked to leave the premises and if necessary, the police will be called for support.

If an incident should happen in the playground, and if the School Headteacher has already spoken to a parent before about behaviour on site the following procedures will take place:

- The school may in the first instance warn the parent that they may be banned and seek reassurance about future behaviour.
- The parent/carer/visitor will be informed in writing that they are banned from the premises, subject to review, and what will happen if the ban is breached then legal procedures will be followed.
- Where an assault has led to a ban (see below) a statement indicating that the matter has been reported to the local authority and the police will be included as per the above information
- Where appropriate, arrangements for pupils being delivered to and collected from the school gate will be clarified.
- All communication and incidents will be monitored and recorded by the school.

If necessary, the school's complaints procedures should be followed. Where all procedures have been exhausted, and aggression or intimidation continues, or where there is an extreme act of violence, a parent or carer may be banned by the Headteacher or Chair of Governors from the school premises for a period of time, subject to review as defined in section 547 of the Education Act (1996).

A Community Protection Warning can ban anyone from the school site and put restrictions on their involvement with the school, and this will last for 3 months. This will affect who can and can't drop or collect children from school and put strain on your arrangements.

If this is unheeded and behaviour continues and the Community Protection Warning (CPW) is breached, it will result in a Community Protection Notice being issued, this carries a power of arrest, and you will be sent to Magistrates Court where a fine or community sentence will be passed. This will be enforced and it will be followed up. Any mistreatment of school staff or other students for whatever reason will not be tolerated. Verbal and physical abuse can also be prosecuted by other legal options.

Respect and fairness to school staff and the school environment is essential.

If necessary, the school's complaints procedures should be followed. Where all procedures have been exhausted, and aggression or intimidation continues, or where there is an extreme act of violence, a parent or carer may be banned by the Headteacher or Chair of Governors from the school premises for a period of time, subject to review as defined in section 547 of the Education Act (1996).

4. Conclusion

If any form of abusive behaviour is shown by any parent/carer/visitor to any member of the staff, parent/carer or child in the school, the policy will be followed to ensure that the school community remains a safe and secure place to be.

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 and gain legal assistance to ensure fairness and consistency.

Policy written: Mrs Zoe Cook (Headteacher)

Policy dated: October 2024

Policy review date: October 2027