

# **POLICY ON DEALING WITH VIOLENT AND ABUSIVE VISITORS**

## **HILLBOROUGH JUNIOR SCHOOL**

### **STATEMENT OF PRINCIPLES**

This policy has been written taking into account the DfE Guidance 'Advice on School Security: Access to, and barring individuals from school premises' December 2012 as well as NAHT guidance on dealing with abusive parents.

The governing body of Hillborough Junior School values and encourages close links with parents and the community and believes pupils benefit when the relationship between home and school is a positive one. We also strive to make our school a place where as adults we model for students the behaviour we teach and expect. In general, we place a high importance on good manners, positive communication and mutual respect.

The vast majority of parents, carers and visitors to Hillborough Junior 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 and/or physical abuse towards members of school staff or the wider school community. This can be in written communication (including social media), on the telephone or in face-to-face incidents.

In these situations, we expect and require our 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. Colleagues who face these situations have licence to end any conversation (face-to-face or on the telephone) if the behaviour does not subside or it intensifies. The incident will then be passed to the head teacher who will take appropriate action or invoke the provisions of this policy.

The overriding principle is, however, that all members of the school community have the right to work or be in school without fear of violence and abuse, and the right, in an extreme case, of appropriate self-defence. The governing body has a requirement to protect staff and students from such aggression.

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 that will not be tolerated are as follows:

- Shouting at members of the school staff, either in person or over the telephone
- Physically intimidating a member of staff (e.g. standing very close to them)
- The use of aggressive hand gestures
- Threatening behaviour
- Shaking or holding a fist towards another person
- Swearing
- Pushing
- Hitting (e.g. slapping, punching and kicking)
- Spitting
- Breaching the school's security procedures.

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

Unacceptable behaviour may also result in the employing body and the police being informed of the incident.

### **Procedure to be followed**

If a parent/carer behaves in an unacceptable way towards a member of the school community, the head teacher will seek to resolve the situation through discussion and mediation and if appropriate a warning letter will be sent to the parent outlining the incident and what will happen should further incidents occur. If it's appropriate, the school's complaints procedures should be followed.

Where all relevant procedures have been exhausted and aggression or intimidation continue, or where there is an extreme act of violence, a parent/carer may be barred by the Chair of the Governing body, in consultation with the head teacher, from the school's premises for a defined period of time.

In imposing a ban, the following steps will be taken:

1. The parent/carer will be informed, in writing, that they are temporarily barred from the school's premises, subject to review by the Chair of Governors in response to representations made by the parent/carer, and what will happen if the ban is breached e.g. police involvement or an injunction application may follow.
2. The Parent/Carer will have 15 school days to make representations to the Chair of Governors. A decision will be made following this time to confirm the ban or remove this ban. This will be communicated to the subject via letter.
3. Parent/Carer will have an opportunity to complain to a panel of Governors about the circumstances of the decision to withdraw permission to come onto school premises.
4. The Chair of Governors in consultation with the head teacher will review the decision to ban no later than 6 months after the decision to ban. The decision to continue the ban or reinstate permission will be sent to the parent/carer via a letter.
5. Where an assault has led to a ban, a statement indicating the matter has been reported to the Local Authority and the police will be included
6. Where appropriate, arrangements for pupils being delivered to and collected from the school gates will be clarified.

### **Conclusion**

The Local Authority may take action where behaviour is unacceptable, or there are serious breaches of a home-school code of conduct or 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. The policy will be reviewed annually.

Signed .....*R.Cowan*.....

Chair of the governing body

Date ..... 7/2/19.....