



Merrydale Infants School Policy on managing aggressive behaviour from parents and visitors to our school

Statement of intent

Merrydale Infants School encourages close links with parents and the community. We 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. 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 school staff and other visitors.

Our school expects and requires its 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. Our Zero Tolerance information is on display around the school and is particularly prominent in our Reception area.

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

Behaviour

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

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

- Shouting at school staff, either in person or over the telephone
- Physically intimidating a member of staff, e.g. standing very close to her/him
- The use of aggressive hand gestures including finger pointing.
- Any threatening of school staff. This can include verbally, via texts, emails, Facebook etc.
- Shaking or holding a fist towards another person
- Swearing at a member of school staff
- Pushing
- Hitting, eg slapping, punching and kicking
- Spitting
- Racist or sexist comments
- Breaking the school's security procedures which include forcing entry into the school against the express wishes of any member of staff and scaling fences and boundaries.

Procedure

When a parent or member of the public behaves in an unacceptable way towards a member of the school staff or a visitor/other parent, the headteacher or appropriate senior staff will seek to resolve the situation through discussion and mediation.

Unacceptable behaviour can result in the Police being informed of the incident.

Section 547 of the Education Act 1996 makes it an offence for any person to be on school premises to cause or permit a nuisance or disturbance and allows for the removal and prosecution of any person believed to have committed an offence.

A parent of a child attending a school normally has implied permission to be on school premises at certain times and for certain purposes, but if the parent's behaviour is unreasonable, this permission may be withdrawn. They could have a ban imposed on them. Then they would then become a trespasser on the school site. The Governing Body, in conjunction with the Headteacher and the Local Authority will take the lead in authorising the removal of a person believed to be causing a nuisance or disturbance, and, if necessary, will bring legal proceedings against them.

If it is felt that if an individual is likely to cause further threats or harm to staff, an immediate temporary ban would be imposed for a specified period, with an opportunity given to explain, after which a decision would be taken whether to remove or extend the ban.

In other circumstances, the individual would be advised in writing that following the incident of unacceptable behaviour, a ban is being considered and they would be given an opportunity to explain their actions, after which a decision would be made about imposing the ban. The school will follow Leicester City's procedures on removal and prosecution of parents from school sites.

Conclusion

Merrydale Infants will take action where behaviour is unacceptable or serious and breaches the safety of our children, staff and visitors of the school.

Implementing this policy, the school will, as appropriate, seek advice from the Local Authority's education, health and safety and legal departments and if necessary the Police.

Our staff are here to help you



We will not tolerate;

- Threatening or abusive language
- Perceived acts of violence or threats of violence
- Harassment or stalking
- Malicious allegations relating to members of staff
- Malicious allegations or threats via the internet e.g. via social network websites like Facebook
- Intimidation, threats, gestures or threatening behaviour
- Excessive noise

Any unacceptable behaviour whether verbal, physical or via the internet will be reported to the Police.