



SHIPTON BELLINGER PRIMARY SCHOOL DEALING WITH UNACCEPTABLE AND AGGRESSIVE ADULT BEHAVIOUR POLICY Autumn 2024

Statement of Intent

The 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 the school are keen to work with us and are supportive of the school. However, a tiny minority of parents and visitors can have a negative attitude towards the school and sometimes, this can result in aggression, verbal and /or physical abuse towards school staff.

The school expects its staff to behave professionally in these difficult situations and attempt to defuse the situation where possible, seeking involvement as appropriate of other colleagues. However, all staff have the right to work without fear of intimidation, violence and abuse and the right, in extreme cases, of appropriate self defence.

The Local Authority is responsible for protecting the health and safety of their staff in school. At all times, the common purpose remains clear; to achieve zero tolerance of violence, threatening or intimidating behaviour or abuse in schools, and to ensure that all members of the school community, and all visitors to the school, can be confident that they are operating within a safe environment. There is no place for violence, threatening behaviour or abuse at Shipton Bellinger Primary School. The school expects parents and other visitors to behave in a reasonable way towards school staff. This policy outlines the steps that will be taken where parents' or other adults' 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 unacceptable behaviour

- Trespassing on school property without permission
- Causing intentional damage to school property
- Verbal abuse - adopting an intimidating manner, shouting at school staff, either in person or over the telephone, talking in an aggressive and heated manner
- Physically intimidating a member of staff e.g. standing very close to him or her
- The use of aggressive hand gestures e.g. two fingers raised

- Sharing or holding a fist to someone
- Writing or emailing abusive comments about a member of staff
- Swearing at a member of school staff
- Physical violence - hitting, slapping, punching, kicking or pushing
- Racist or sexist comments
- Breaking the school's security procedures
- Sending an inappropriate email
- Overly unnecessary contact with staff
- Psychological harassment - vexatious behaviour (humiliating, offensive or abusive for the person on the receiving end injuring the person's self-esteem and causing anguish) in the form of repeated, accumulative, conduct, verbal or written comments, actions or gestures.

Unacceptable behaviour will result in Hampshire County Council and the Police being informed of the incident.

Procedure

The school will set out clearly the rights and responsibilities of visitors to the school, and explain that steps may be taken to remove visitors who are violent, threatening or abusive to any member of the school community. **See Appendix 1**

When a parent or member of the public behaves in an unacceptable way towards a member of school staff, the person will be asked to leave or invited to a room away from other people to calm down. In a case of extreme violence or assault, the police will be contacted on 0845 045 45 45 and informed of the incident. In an emergency, 999 will be dialled.

Following any incident(s), the Headteacher or appropriate senior staff will seek to resolve the situation through discussion and mediation. All incidences of unacceptable behaviour will be logged - see **Appendix 2**.

If necessary, the school's complaints procedure will be followed. Where all procedures have been exhausted, and aggressions or intimidation continue, or where there is a one off 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.

Prior to being banned from the school premises, the following steps will be taken:

1. The parent or adult will be warned in writing that the behaviour displayed is unacceptable and provided with a copy of the School's Policy on Dealing with Unacceptable and Aggressive Adult Behaviour.

2. As a result of continuous unacceptable behaviour or a one-off serious event, the parent or visitor will be warned, in writing, that s/he is banned from the premises, subject to review, and what will happen if the ban is breached.
3. When a ban has been a result of an assault, a statement indicating that the matter has been reported to Hampshire County Council and the Police will be included.
4. The Chair of Governors will be informed of the proposed ban.
5. Where appropriate, arrangements for pupils being delivered to, and collected from the school gate will be clarified.

Conclusion

Children learn best when there is a positive partnership between home and school. Whilst every effort will be made to work with parents, this will only be possible where parents behave in an acceptable way.

Unfortunately, where a parent's behaviour is either unacceptable or serious, it will not be possible to continue working with him/ her and as a final resort, legal action may be taken.

The school will take action where behaviour is unacceptable or where there are serious breaches of health and safety legislation.

**We welcome visitors to our school.
We will act to ensure that it remains a safe
place for our children, staff and members of
our community.**

**If you threaten or assault anyone in the
school, or persist in abusive behavior, you will
be removed from the premises and may be
prosecuted.**

**We appreciate your understanding and
cooperation with this.**



Appendix 2 - Shipton Bellinger Primary School Aggressive and Unacceptable Behaviour From Adults Report Form



Incident Reporting Form

Incident reported by and position		Work Address			
Date of Incident		Day of Week		Time	
Name of Perpetrator and address if known		Parent		Visitor	
Name of Victim		Staff	Child	Parent	Other
Relationship between member of staff / pupil and trespasser/ assailant					

Nature of Incident

Verbal Abuse		Intimidating behaviour		Refusal to co-operate	
Physical Assault		Racist or sexist comment		Incitement of others	
Other Refer to Policy					

Brief description of the incident - If assault, give details of any injury suffered, treatment Received

Witnessed by Include Name	

Action Taken / Outcome (Whether letter written, police called, whether trespasser was removed from Premises under Section 547, what happened after incident

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Signed..... Date.....