



FOREST OF DEAN COMMUNITY SCHOOLS FEDERATION

PARKEND PRIMARY & YORKLEY PRIMARY

Managing Aggressive Behaviour from Parents

2024 - 2026

Ratified: July 2024

Signed by:

Executive
Headteacher

Chair of Governors

Statement of intent

The Forest of Dean Community Schools Federation encourages close links with parents and the community. It believes 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 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 members of staff have the right to work without fear of violence and abuse, and the right, in an extreme case, of appropriate self-defence.

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 will not be tolerated include:

- Shouting or raising their voice at members of the school staff, either in person or over the telephone
- Physically intimidating a member of staff / parent, e.g. standing very close to her/him
- 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 but seeks to provide illustrations of such behaviour.

Unacceptable behaviour may result in the Local Authority and the Police being informed of the incident.

At all times the common purpose remains clear: to achieve zero tolerance of violence, threatening behaviour or abuse in the school, and to ensure all members of the school community, and all visitors to the school, can be confident that they are operating within a safe environment.

1. Conducting a risk assessment

An assessment of risk to staff and others from abusive or violent visitors is ongoing. This risk assessment:

- Identifies and assesses the risks
- Determines appropriate actions
- Implements the actions
- Monitors the results
- Provides feedback

It is the responsibility of all staff to highlight or predict risks to themselves or others. School health and safety representatives will be consulted about possible risks.

The risk assessment will identify what the risks are (e.g. abuse, threatening behaviour, violence, and from whom), and who is likely to be at risk (e.g. reception staff, teachers, support staff). Identifying what the risks are and who is at risk are the crucial initial steps before considering how to manage these risks and how they can be minimised.

2. Dealing with incidents:

The primary concern is the safety and welfare of all children and staff. Other considerations could be:

- Not allow the person onto site if their behaviour is deemed a threat.
- If safe to do so, invite them into a room away from other people.
- Involve a third party to mediate if possible.
- Ask the person to leave until their behaviour is appropriate.

Who to contact in the event of an emergency:

- Executive Headteacher / Deputy Executive Head / SLT
- Police

How to report an incident:

- Complete incident report form immediately as soon as possible / same day (Appendix 1)
Support will be offered.

3. The Banning Process:

If a parent/carer behaves in an unacceptable way towards a member of the school community, the Executive Headteacher or Executive Deputy Head will seek to resolve the situation through discussion and mediation.

Where all procedures have been exhausted, and aggression or intimidation continue, or where there is an extreme act of violence, a parent or carer may be banned by the governing body from the school premises for a period of time, subject to review or a formal restorative justice meeting.

The Executive Headteacher will assemble the full facts before proceeding. They will make sure that all those involved in any incidents, or witnesses to those incidents make a full written record on the day it occurs.

The Executive Headteacher / Governing body will:

- Write to parent/carer/intruder to record in detail the incident and why it is unacceptable
- Explain that the Executive Headteacher / governing body are banning the parent, or Giving warning of an imminent ban.
- Tell the parent when a decision will be made.

If the ban is breached the Police will be notified.

4. Links with other policies:

Anti-Bullying and Hate Policy
Complaints
Confidentiality

Online Safety / Acceptable Users
Child Protection and Safeguarding
Special Educational Needs and Disability
Lone working
Health and Safety
Staff Code of Conduct

School Incident Report Form (Parkend / Yorkley) – highlight.

Relevant incidents include trespass, nuisance or disturbance on school premises, verbal abuse, sexual or racial abuse, threats, aggression, physical violence and intentional damage to property.

Where possible, the form should be completed before any discussion between witnesses is possible, as this might lead to allegations of collusion.

This form should be completed as fully as possible please, using a continuation sheet, if necessary. For any incident involving or witnessed by a pupil or parent/carer/visitor, a member of staff should complete the form on their behalf.

The completed form should be passed to the Executive Headteacher, for appropriate action and recording.

Date of incident

Time of incident

Name of person reporting incident

Date incident reported

Member of staff recording incident (if different from above)

Status(es) (Teacher / Teaching Assistant / Support staff)

Full description of incident (e.g. names of persons involved; location; nature of any injuries; attendance of emergency services)

Names of any witnesses:

Statuses:

Initial action/outcome (e.g. Informal consultation; police intervention; warning or banning letter issued)

Summary of subsequent actions taken by the school:

Linked incidents (if any)

Record Keeping – Parental meetings
Appendix 2

Date of meeting:	Students(s) name:	Attended by:
<u>Information</u>		
<u>Concerns raised by parents</u>		
<u>Agreed Actions:</u>		
<u>Concerns raised by school</u>		
<u>Agreed Actions</u>		
<u>Signed & dated:</u>		