



St Paul's Church of England Primary School

Managing Aggressive and Abusive Behaviour Towards Staff

Fountain of Life

Overflowing generosity Recognise

& Illuminate

Way of Life

All God's Children

Reaching out to others

Devotion to each other and God

*For with you is the Fountain of life; **in your light we see light.** (Psalm 36 vs9)*

Inspired by God's love for us, we illuminate the goodness in others, we care for and protect His children and reach out to help others flourish in their journey to the fullness of life.



Statement of Principles

The Governing Body of St Paul's Primary School 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 in partnership 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 community.

The Governing Body expects and requires its staff to behave professionally in these difficult situations, attempting to defuse situations where possible and seeking the involvement of other colleagues as appropriate. However, all members of staff have the right to work without fear of violence and abuse and the right, in an extreme case, to appropriate self-defence.

We expect parents and other visitors to behave in a reasonable way towards members of the 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:

Shouting at members of 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

Threatening behaviour

Shaking or holding a fist towards another person

Swearing

Pushing

Hitting, e.g. slapping, punching, kicking

Spitting

Racist or sexist comments

Breaching the school's security procedures

Inappropriate comments relating to school, or members of staff, on social networking sites.

This is not an exhaustive list, but merely seeks to illustrate types of inappropriate behaviour.

Unacceptable behaviour may result in the Local Authority or the Police being informed.



Procedure to be followed:

If a parent or carer behaves in an unacceptable way towards a member of the school community, the Headteacher will seek to resolve the situation through discussion and mediation. If necessary, the school's complaints procedures should be followed. Where all procedures have been exhausted and aggression or intimidation continue, or where there is an act of violence, a parent or carer may be banned by the Headteacher from the school premises for a fixed period of time, subject to review.

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

1. The parent/ carer will be informed, in writing, that he/she is banned from the school premises.
2. Where an assault has led to a ban, a statement indicating that the matter has been reported to the Local Authority and the Police will be included.
3. The Chair of Governors/ Local Authority will be informed of the ban.
4. Where appropriate, arrangements for pupils being brought to, and collected from, the school gate will be clarified.

Conclusion

The Local Authority may take action where behaviour is unacceptable, where there are serious breaches of our Home/School Agreement or Health and Safety Legislation.

When appropriate, the school will seek advice from the Local Authority's Education, Health and Safety and Legal departments, to ensure fairness and consistency.

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