

Managing Aggressive Behaviour from Parents, Carers and Visitors Policy



Oastlers Policy

Approved by Governing Body On	June 2020
To be Reviewed On	June 2024
Signed on Behalf of the Governing Body	Sue Mawson

Introduction and purpose of this policy.

The school is very fortunate in having a supportive and friendly community. Our parents and carers recognise that educating children is a partnership process, and therefore requires a positive working relationship between all involved, in order to equip our learners with the necessary skills for adulthood.

This policy is to provide a reminder to parents, carers and visitors to our site about our expectations in terms of appropriate behaviours, and this policy supports us to respond effectively when the behaviour of some parents, carers and visitors is inappropriate, or puts others at risk.

Legal Duty

The school has a duty to ensure that the school premises are a safe place to work and visit and must therefore deal effectively with any rude or aggressive visitors to the school, including parents/carers.

As many of the people visiting a school's building or site have a legal right to be there, including learners, their parents/carers, staff, contractors and other workers, they should behave appropriately and, if they do not, the school will take action that it considers necessary to prevent a repeat of that behaviour.

Inappropriate 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
- Threatening school staff or learners
- Shaking or holding a fist towards another person
- Swearing or using offensive language at a member of school staff
- Pushing
- Hitting, eg slapping, punching and kicking
- Spitting
- Racist or sexist comments
- Breaking the school's security procedures
- Disruptive behaviour of any form which interferes with the normal operation of the school (including within classrooms, offices, outdoor areas, car parks, and any other area of the school grounds
- Damaging or destroying school property
- Defamatory, offensive or derogatory comments regarding the school, or adults and learners connected with the school. On Facebook, twitter, or any other social media sites (see Appendix D)
- Smoking, and the consumption of drugs and or alcohol on the school premises.

Unacceptable behaviour will result in the Chair of Governors and the Police being informed of the incident.

3. Procedure

When a parent/carer or member of the public behaves in an unacceptable way towards a member of the school staff the Headteacher or appropriate member of senior staff will ask the person to stop behaving inappropriately or to leave the premises. If the inappropriate behaviour ceases and the conversation is allowed to proceed, it will only do so when the headteacher (or appropriate senior member of staff) is completely satisfied that it is safe to continue to speak to the person concerned;

If the inappropriate behaviour is taking place over the telephone then the member of staff will terminate the telephone call without notice, noting the time, the nature of the call, the parent/carer name and the action taken.

The police may be called if the person on site refuses to leave the premises and continues to be abusive.

After an incident

An incident report form will be completed (Appendix A).

1. A warning letter will be sent from the school advising of the consequences of any repetition of that type of behaviour (Appendix B)
2. If the incident is sufficiently serious or it is one of a series of incidents, the headteacher can ban the person from the premises to a specified length of time. (Appendix C)

Legal Proceedings:

Civil:

- Compensation Claim – the school can bring a claim for compensation against the individual for any damage they may have caused to the premises
- Injunction – if a person persistently enters the schools premises without permissions or authority, the school may seek an injunction from the courts prohibiting them from coming on to the premises.

Criminal:

These proceedings can be brought by:

- The Crown Prosecution Service, in the case of criminal damage, theft or assault; or
- The Police or the Local Authority, for prosecutions under section 547 of the Education Act 1966, which makes it an offence for a person who is not authorised to come onto the school's site to cause or permit a nuisance or disturbance to be caused on those premises.

Conclusion

Oastlers School will take action where behaviour is unacceptable or serious, and where behaviour breaches or appears likely to breach health and safety legislation, or places others at risk.

Appendix A

Incident Report Form

(Includes abuse over the telephone, trespass, nuisance or disturbance on school premises, verbal abuse, sexual or racial abuse, threats, aggression, physical violence and intentional damage to personal property).

This form should be completed as fully as possible.

Please confine your information to matters of fact. You should expect that this form would be made available to view by any interested person.

A member of staff should complete the form for an incident involving or witnessed by a learner.

Please use continuation sheet if necessary.

Date of Incident		Time of Incident	
Member of staff reporting abuse			
Name of person verbally abused/assaulted			
Name of parent/carer being reported			
Details of incident incl type, location, lead -up			
Witness details (if any)			

Outcome: (e.g. whether police called; whether trespasser was removed from premises under section 547 Education Act 1996; whether parents contacted; what happened after the incident; any legal action)

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Signed _____ Date _____

Please return immediately to the Headteacher

Appendix B

Warning Letter by Recorded Delivery

Dear ()

I refer to the incident at School on (date) where you acted in an abusive and threatening manner towards _____ on the school premises/over the telephone.

You will recall that you

(OPTIONAL): Unfortunately, I have had to write to you before warning you about this type of behaviour and I am disappointed that there has been another incident.

Threatening/aggressive behaviour of this kind is unacceptable and causes considerable distress to both staff and learners

(OPTIONAL: In additional, I would point out that any person who is unlawfully present on educational premises and who creates a disturbance or nuisance on those premises will be liable for prosecution for an offence under Section 547 of the Education Act 1996)

As a result, I must warn you that if there is any repetition of this type of behaviour the school may/will have no alternative but to ban you from the school premises.

I trust that I can rely on your co-operation in this matter and that there will be no need for the school to take any further action.

Yours sincerely

Lyndsey Brown
Headteacher
c.c. Chair of Governors

Appendix C

Banning Letter Recorded Delivery

Dear ()

I am writing in relation to the incident at School on (Date) in which you behaved in a threatening and abusive manner towards (). (Give details of behaviour which was particularly threatening or abusive)

Threatening/aggressive behaviour of this kind is unacceptable and causes considerable distress to both staff and learners. (OPTIONAL: I have already had to write to you previously warning you that this behaviour may lead to a ban).

Due to the seriousness of this incident, **I am therefore instructing you that you are not to appear on the school premises until (DATE)** at which time this ban will be reviewed. In addition, if there is any repetition of this type of behaviour, it may be necessary to extend this ban.

The withdrawal of permission for you to enter the school premises takes effect straightaway.

This means that you are not permitted to come into or onto the school buildings, car parks or playgrounds without my permission; therefore any contact with the school should be via telephone or letter and, if you wish to meet me or any other senior member of staff you will have to make an appointment.

I must also advise you that section 547 of the Education Act 1996 makes it a criminal offence to be on education premises without lawful authority and to cause or permit a nuisance or disturbance to the annoyance of persons lawfully using the premises.

If during the period that your permission to be on the premises of the school is withdrawn you do not comply with this instruction, I will have no hesitation in calling the police to have you removed and charged under Section 547 of the Education Act 1996. This could result in a criminal conviction and a fine by the Magistrates Court of up to £1000.

Please note that if you wish to make representations about this decision to the Governing Body, you will need to put those representations in writing and post them to the Chair of the Governing Body, c/o Oastlers School within 7 days.

Yours sincerely

Lyndsey Brown
Headteacher
c.c. Chair of Governors

Appendix D

Social Media Warning Letter Recorded Delivery

Dear ()

Social Media Communication

I am writing because it has been brought to my attention that you have been involved in/are connected online to persons involved in inappropriate online comments in connection with Oastlers school.

Oastlers recognises that the use of social media is a useful communication tool for parents, carers and their community. However, I need to make you aware that comments made on social media sites are considered to be in the public domain, and are therefore subject to various laws, including the Malicious Communications Act, libel laws and Protection from Harassment legislation.

Oastlers will not tolerate social media being used to make offensive, threatening or degrading comments against the school, the learners or the employees.

In the event of any future instances of inappropriate online activity targeting the school, learners or employees, the school will act in accordance with legal advice and will notify the police. Parents and carers making such comments are considered a risk to the safety and wellbeing of employees and children, and may be prohibited from entering the school site.

If you have genuine concerns about any aspect of your child's schooling, I urge you to raise these in a responsible way, by contacting the school to discuss those concerns, when we will do our best to work with you to resolve any issues.

Thank you in anticipation of your support in this matter
Yours sincerely

Lyndsey Brown
Headteacher
c.c. Chair of Governors