



Wessex
Learning Trust
We Learn Together!

Policy for Managing Aggressive Parents and Visitors

Date approved by Trust Board: September 2024
Review Date: September 2027

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Wessex Learning Trust

Policy for Managing Aggressive Parents and Visitors

This policy will be reviewed by the Board of Trustees every three years.

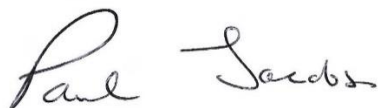
A handwritten signature in black ink that reads "Gavin Ball." The signature is written in a cursive style with a large, open 'G'.

Signature:

Name: Mr Gavin Ball

Position: Chief Executive

Date: 01/09/2024

A handwritten signature in black ink that reads "Paul Jacobs". The signature is written in a cursive style with a large, open 'P'.

Signature:

Name: Mr Paul Jacobs

Position: Chair of the Board

Date: 01/09/2024

1. Statement of Intent

1.1 The Trust and the schools within the Trust encourages close links with parents/carers and the community. We believe that learners benefit when the relationship between home and the school is a positive one.

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

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

1.4 The Trust expects parents, carers and visitors to behave in a reasonable way towards staff. This policy outlines the steps that will be taken where behaviour is deemed to be unacceptable.

1.5 Where incidents occur outside school premises the Trust will support staff in referring the matter to the Police.

2. Behaviour

2.1 Behaviour that is considered serious and unacceptable and will not be tolerated is listed below. This is not an exhaustive list but seeks to provide illustrations of unacceptable behaviour:

- Shouting at school staff, either in person or over the telephone.
- Physically intimidating a member of staff e.g. standing close to them.
- The use of aggressive hand gestures.
- Threatening school staff.
- Shaking or holding a fist towards another person.
- Writing abusive comments about a member of staff.
- Swearing at a member of staff.
- Pushing.
- Physically assaulting school staff, e.g. hitting, slapping, punching or kicking.
- Spitting.
- Using racist, sexist, homophobic or other offensive language towards staff.
- Breaking the school's security procedures.

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

2.2 The use of social media by parents, carers or the public to comment negatively on a school or staff is not helpful. If they have any problems or concerns, we ask they use more appropriate channels to communicate with the school who will always do their best to resolve them.

3. Procedure

3.1 When a parent, carer or member of the public behaves in an unacceptable way towards a member of staff the incident should be recorded and the Headteacher or appropriate senior staff informed. The record of the incident should be written as soon as possible after the incident and include

as much information as possible (date/time of the incident, where, what was said, what was done, whether witnesses were present).

3.2 The Headteacher or appropriate senior member of staff will seek to resolve the situation through discussion and mediation. If necessary, the Trust's complaints procedure should be followed. Where all procedures have been exhausted and aggression or intimidation continue, or where there is an extreme act of aggression, a parent, carer, or member of the public may be banned by the Headteacher from the school site for a period of time, subject to review. In extreme cases, the Trust Board can ban an individual from all school sites in the Trust for a period of time, subject to review.

3.3 Following the decision to ban an individual from a school site:

- The parent, carer or member of the public will be informed, in writing, that they have been banned from the premises, subject to review, and what will happen if the ban is breached, e.g. that an injunction may follow.
 - Where an assault has led to the ban, a statement indicating that the matter has been reported to the Police will be included.
- The Chair of the Schools's Local Partnership Board will be informed of the ban.
- Where appropriate, arrangements for learners being delivered to, and collected from the school will be clarified.
- In the situation where the Trust Board bans a parent, carer or member of the public from all Trust sites, a letter will be written by the Chair of the Board confirming the ban, the review period and what will happen if the ban is breached.

4. Conclusion

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

4.2 Unfortunately, where a parent, carer or member of the public's behaviour is unacceptable it may not be possible to continue working with them, and as a final resort, legal action may be taken.

4.3 In implementing this policy, the school/Trust will, as appropriate, seek legal, health and safety, educational and other external advice as deemed necessary to ensure fairness and consistency.