



Bagthorpe Primary School

Dealing with Violent & Abusive Visitors Policy

Reviewed: 14.01.2020

School Aims

We aim to make our school a safe and happy place where we all learn for life, grow together and work hard to achieve our personal best, in an environment where every person matters.

We aim for excellence in achievement and personal development by having a curriculum, which is about real learning and by keeping our seven core values at the centre of all we do.

Core Values

Moral Purpose

We aim to do what is good and to be positive in everything, showing respect and care for others, across cultures, distance and generations; our environment, both near and far, and ourselves, our health and well-being.

Humility

We seek to do our personal best without showing off and we encourage others to achieve their best without being critical or jealous of their efforts.

Compassion

We look after each other and care for those who are in difficulty and who are hurting, recognising that the world does not exist for us alone.

Integrity

We always tell the truth and can be trusted to be honest, to say what we mean and mean what we say.

Accountability

We accept responsibility for the things that we say, think and do understanding that actions and choices have consequences.

Courage

We do the right thing, even when it's hard; we stand up for the weak and we are brave in facing our fears and finding ways to defeat them.

Determination

We work hard and never, ever, give up because this is essential if we are to achieve anything worthwhile.

STATEMENT OF PRINCIPLES

The Governing Body of Bagthorpe Primary School encourages close links with parents and the community. It believes 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. 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-defense.

We expect parents/carers 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. Where this is the case, the school will respond in a measured way, depending on the nature of the behaviour. The school will typically respond in one of the following ways:

- Initiate a meeting or dialogue with the visitor
- Write to the visitor, describe their misconduct and its impact on the school
- Adjust the person's 'licence', say, through the imposition of visiting conditions
- Warn of the possibility of a ban from the school if the misconduct is repeated
- Impose a ban with a review after a fixed period or impose a permanent ban

It is possible for a head teacher to initiate any of the above actions on their own authority; however, the more serious sanctions may be initiated by the governing body, as appropriate.

Types of behaviour that are considered serious and unacceptable and that will not be tolerated are as follows:

- Shouting at members of the school community, either in person or over the telephone
- Physically intimidating a member of community (eg, standing very close to them)
- The use of aggressive hand gestures
- Threatening behaviour
- Shaking or holding a fist towards another person
- Swearing
- Pushing
- Hitting (eg, slapping, punching and kicking)
- Spitting
- Breaching the school's security procedures.

This is not an exhaustive list; it seeks to provide illustrations of such behaviour.

Unacceptable behaviour may also result in the employing body and the police being informed of the incident.

Procedure to be followed

If a parent/carer/visitor behaves in an unacceptable way towards a member of the school community, the Head Teacher or appropriate senior staff will seek to resolve the situation through discussion and mediation. If necessary the school's complaint procedures should be followed.

Where all relevant procedures have been exhausted and aggression or intimidation continue, or where there is an extreme act of violence, a parent/carer/visitor may be banned by the head teacher from the school's premises for a defined period of time.

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

1. The parent/carer/visitor will be informed, in writing, that they are banned from the school's premises, subject to review, and what will happen if the ban is breached, eg, police involvement or an injunction application may follow.
2. Where an assault has led to a ban, a statement indicating the matter has been reported to the employing body and the police will be included.
3. The chair of governors will be informed of the ban.
4. Where appropriate, arrangements for pupils being delivered to and collected from the school gates will be clarified.

Conclusion

The employing body may take action where behaviour is unacceptable, or there are serious breaches of a home-school code of conduct or health and safety legislation. In implementing this policy, the school will, as appropriate, seek advice from the employing body's education, health and safety, and legal departments to ensure fairness and consistency. The policy will be reviewed annually.

Signed:

Chair of the Governing Body

Date:

Signed:

Head Teacher

Date: