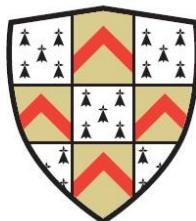


<b>Original version</b>	Ratified on 03/10/2022, now superseded
<b>To be reviewed by:</b>	Headteacher
<b>Governors' review:</b> Summary of changes: Ratified by: Date:	Ratified without amendments Student and Staff Welfare Committee 09/10/2025
<b>Version:</b>	FINAL
<b>Dissemination:</b> Teams policy folder KES website Other	✓ ✓ ✓ KES All Staff Team
<b>Next review:</b>	Autumn 2028



KING EDWARD VI  
SCHOOL LICHFIELD

## Managing Aggressive Behaviour from Parents/Carers or Visitors

### Statement of Principles

The school actively encourages close links with parents and the community. It believes that students benefit when the relationship between home and school is a positive one.

### Our School Values

The values that underpin our decision making are: belonging, collaboration, and aspiration. Our vision of the school is based upon these values and the strategic priorities are focused on achieving the vision of a school where:

- Belonging: We want all members of our community to feel that they belong and are valued.
- Collaboration: We work together to achieve our shared ambitions and support one another in reaching our full potential.
- Aspiration: We challenge ourselves to strive for excellence in all aspects of school life

The vast majority of parents, carers and others visiting our school are keen to work with us and are supportive of the school. From time to time, it is necessary for parents and the school to deal with problems or concerns. It is important that discussions between parents and staff are conducted in a calm and respectful manner. In the vast majority of such situations this is what happens, but on rare

occasions, aggression and verbal and/or physical abuse is directed towards members of school staff or members of 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.

Violence, threatening behaviour and abuse against school staff or other members of the school community, including other parents and students, will not be tolerated. All members of the school community have a right to expect that their school is a safe place in which to work and learn. There is no place for violence, threatening behaviour or abuse in our school.

We expect parents and other visitors to behave in a reasonable way towards members of school staff and the wider school community at all times. This policy outlines the steps that will be taken where behaviour is unacceptable.

Types of behaviour that are considered serious and unacceptable and which will not be tolerated in relation to members of staff, and other members of the community are:

- shouting, either in person or over the telephone
- swearing, either in person or over the telephone/email
- constant emails and/or phone calls which amount to harassment and intimidation, despite the school's best efforts to address a situation
- inappropriate electronic activity including publishing abusive or inappropriate content with regards to the school, teachers or students on social networking websites such as Facebook and Twitter or in email communication
- hitting, slapping, punching, kicking or pushing
- physical intimidation, e.g. standing unnecessarily close to someone
- the use of rude or aggressive hand gestures, including shaking or holding a fist towards another person
- spitting
- breaching the school's safeguarding and security procedures

This is not an exhaustive list but seeks to provide illustrations of such behaviour. Whilst the use of such behaviour is unacceptable in all circumstances, the school is particularly concerned to protect its staff and students from being exposed to such behaviour (whether or not directed at them).

**Unacceptable behaviour may result in the police being informed of the incident.**

### **How the school will respond:**

#### **Over the Telephone**

If a parent, carer or member of the public begins to exhibit aggressive or abusive behaviour (e.g. use of foul language or verbal threats) towards any member of staff during a telephone call, the member of staff shall:

- Calmly state that the language used is unacceptable and that they will end the call if it continues.

- Try to establish the name and contact details of the complainant (and the nature of the complaint if possible) and state that a member of the Senior Leadership Team will return their call as soon as possible.
- End the call. Make notes of what was said immediately on termination of the call and then report the incident to a member of the Senior Leadership Team.
- A member of the Senior Leadership Team will contact the complainant to establish the nature of the complaint and try to resolve the issue.
- Avoid discussing the situation with other staff members unless they are directly involved. Reception staff, however, may need to be informed to ensure that they are aware of the name of the caller.

### **Written Abuse**

If a member of staff receives written correspondence (e.g. letter, e-mail or text) of a threatening or abusive nature from a parent, carer or member of the public, this shall be reported immediately to a member of the Leadership Team and a copy retained as evidence.

The receiving member of staff will not reply to the correspondence without first agreeing the response with the member of the Senior Leadership Team (or, in preference, the SLT member will respond on their behalf).

Whilst the School will make every effort to resolve any issue raised by the complainant, consideration may also be given to involving the Police, especially where threats of violence have been made.

### **On the School Premises**

If a parent, carer or member of the public begins to exhibit aggressive or abusive behaviour towards any member of staff, a student, visitor or volunteer whilst on the School premises the nearest member of staff will:

- Contact the most senior member of staff possible and inform them of the situation. Where possible a member of the Senior Leadership Team will attend and take charge of further actions.
- The complainant will not be allowed access to a staff member about whom they are complaining.

If it is safe to do so, the member of the Senior Leadership Team will:

- Try to get the complainant to sit down quietly in a private situation (office etc.), invite another member of staff to join them. Leave clear access to the door, leaving the door open.
- If this is not possible, ensure the area is cleared of unnecessary people (students, staff or visitors) who could be at risk from harm should the situation escalate.
- Explain that what the complainant is saying is important, that the individual they are concerned about is not available but that the School wishes to hear what they have to say.
- Take notes whilst the complainant is speaking or do so as soon as possible after the conversation.
- Explain that the information they have provided has been taken seriously and will have to be passed to the Headteacher who will investigate and ensure a direct response to them. Confirmation that the School has the complainant's correct contact details shall be obtained.
- Explain that if they are not satisfied with the reply from the Headteacher they are entitled to take their complaint to the School's Governing Body.
- Try to get them to leave in a calm and quiet manner.

If at any stage matters start to get out of control

- the interview shall be terminated as politely as possible,
- additional help shall be summoned.

- In extreme cases, (e.g. threatened or actual physical violence or assault, refusal to leave the premises etc) the member of staff shall contact the Police and ask for support immediately.

If a parent/carer/visitor behaves in an unacceptable way towards a member of the school community, the Headteacher and/or appropriate senior staff will seek to resolve the situation through discussion and mediation. If necessary, the school's complaints procedures should be followed by the parent. Where all procedures have been exhausted, and aggression or intimidation continue, or where the circumstances otherwise require it, a parent/carer or visitor may be banned by the Headteacher from the school premises for a period of time, subject to review.

### **Parental/Visitor Access to the School Premises**

Normally parents/carers (and those with parental responsibility), plus visitors, are granted what is known as "limited licence" to visit the grounds and buildings of a school. Where there are serious concerns regarding the conduct of a parent/visitor, and possible staff/student safety, the Headteacher or a member of the Senior Leadership Team will consider one or more of the following:

- initiate a meeting/dialogue with the individual
- write to the visitor, describing their misconduct, explaining its impact on the school and stating its unacceptability
- vary the person's "licence" to visit the site, possibly through the addition of conditions
- warn of the possibility of a "ban" (i.e. the withdrawal of their licence) if the misconduct is repeated
- impose a ban with a review after a fixed period
- impose a ban without review

### **Procedure to be followed**

In imposing a ban the following steps will be taken:

1. The parent/carer will be informed, in writing, that they are banned from the premises, subject to review, and what will happen if the ban is breached, e.g. that police involvement or an injunction application may follow
2. Where an assault has led to a ban, a statement indicating that the matter has been reported to the local police
3. The Chair of Governors will be informed of the ban
4. As appropriate, arrangements for meetings at school regarding students, and arrangements for students being delivered to and collected from the school will be clarified.

### **Conclusion**

In implementing this policy, the school will, as appropriate, seek advice from legal services and/or the Local Authority if necessary, to ensure fairness and consistency.

Monitoring of the number of occurrences and their outcomes will be undertaken by the governors' Student & Staff Welfare Committee.