



Managing Aggressive Behaviour Policy

Phoenix Community Primary School

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Introduction

The governing body of Phoenix Community 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 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. 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.

We expect parents 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.

Examples of Aggressive Behaviour

The following types of behaviour are considered serious and unacceptable and will not be tolerated:

- shouting at members of the school staff, either in person or over the telephone;
- the use of threats or intimidation online
- 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, eg slapping, punching and kicking;
- spitting;
- breaching the school's security procedures.

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

Unacceptable behaviour may result in the local authority and the police being informed of the incident.

Procedure to be Followed

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

In imposing a ban the following steps will be taken:

- The parent/carer will be informed, in writing, that he/she is banned from the premises, subject to review, and what will happen if the ban is breached, e.g. that police involvement or an injunction appeal may follow.

- 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.
- The Chair of Governors/LA will be informed of the ban.
- Where appropriate, arrangements for pupils being delivered to, or collected from the school gate will be clarified.

Conclusion

The Local Authority itself may take action where behaviour is unacceptable or there are serious breaches of the home-school agreement or health and safety legislation. In implementing this policy, the school will, as appropriate, seek advice from Local Authority's education, health and safety and legal departments, to ensure fairness and consistency.

Monitoring and Review

The Governing Body monitors this procedure, in order to ensure that all incidents are handled properly. The headteacher logs all incidents reported by the school and records how they were resolved. Governors examine this log on an annual basis and consider the need for any changes to the procedure.

This policy will be reviewed every three years or at any other time if changes are required to comply with changes in legislation, regulation or National or KCC advice;

Any amendments will require the approval of the Full Governing Body.

Appendix 1 – Incident Report Form

Relevant incidents include trespass, nuisance or disturbance on school premises, verbal abuse, sexual or racial abuse, threats, aggression, physical violence and intentional damage to property.

Where possible, the form should be completed before any discussion between witnesses is possible, as this might lead to allegations of collusion.

This form should be completed as fully as possible please, using a continuation sheet, if necessary. For any incident involving or witnessed by a pupil or parent/carer/visitor, a member of staff should complete the form on their behalf.

The completed form should be passed to the head teacher, for appropriate action and recording.

Date of incident:

Time of incident:

Name of person reporting incident:

Date incident reported:

Member of staff recording incident:

Date incident recorded:

Name(s) of person(s) causing incident (where name(s) is/are unknown, provide other details of which may allow their identification):

Status(es) (parents/carers/visitors/trespassers):

Full description of incident (e.g. names of persons involved; location; nature of any injuries; attendance of emergency services):

Names of any witnesses Statuses:

Initial action/outcome (e.g. Informal conciliation; police intervention; warning or banning letter issued):

Summary of subsequent actions taken by the school, including risk assessments:

Linked incidents (if any):

Appendix 2 – Example of Warning Letter from Headteacher

Dear

I have received a report about your conduct at the school on (enter date and time).
(Add factual summary of the incident and of its effect on staff, pupils, other parents.)

I must inform you that the local authority/ governing body (delete as appropriate) will not tolerate conduct of this nature on its premises and will act to protect its staff and pupils.

Therefore if, in the future, I receive any reports of conduct of this nature I will be forced to consider removing your licence to enter the school grounds and buildings. If you do not comply with that instruction I will be able to arrange for you to be removed from the premises and prosecuted under Section 547 of the Education Act 1996. If convicted under this section, you are liable to a fine of up to £500.

Nevertheless, I wish to give you an opportunity to give me in writing any comments or observations of your own in relation to the report which I have received about your conduct.

These comments may include any expressions of regret on your part and any assurances you are prepared to give about your future good conduct. To enable me to take a decision on this matter at an early point, you are asked to send me any written comments you wish to make by (state date ten working days from the date of letter).

Yours sincerely,

Head Teacher

Appendix 3 – Example of Banning Letter from LA or CoG

Dear

I have received a report from the head teacher at (insert name) School about your conduct on (enter date and time).

(Add factual summary of the incident and of its effect on staff, pupils, other parents.)

I must inform you that the local authority/ governing body (delete as appropriate) will not tolerate conduct of this nature on its premises and will act to protect its staff and pupils. On the advice of the head teacher I am therefore instructing that until (add date) you are not to reappear on the premises of the school. If you do not comply with this instruction I may arrange for you to be removed from the premises and prosecuted under Section 547 of the Education Act 1996. If convicted under this section, you are liable to a fine of up to £500.

In the case of a primary school include:

For the duration of this decision you may bring your son(s)/daughter(s) (complete as appropriate) to school and collect them/him/her (delete as appropriate) at the end of the school day, but you must not go beyond the school gate.

In the case of infant children, also insert

Arrangements have been made for your (delete as appropriate) son(s)/daughter(s) (insert child/rens names) to be collected, and returned to you, at the school gate by a member of the school's staff.

The withdrawal of permission for you to enter the school premises takes effect straightaway. However, I still need to decide whether it is appropriate to confirm this decision. Before I do so, I wish to give you an opportunity to give me in writing any comments or observations of your own in relation to the report which I have received from the head teacher. These comments may include any expressions of regret on your part and any assurances you are prepared to give about your future good conduct. To enable me to take a decision on this matter at an early point, you are asked to send me any written comments you wish to make by (state date ten working days from the date of letter).

If on receipt of your comments I consider that my decision should be confirmed, or extended, you will be supplied with details of how to pursue a review of the circumstances of your case.

In any event, the decision to withdraw your licence to enter the school premises will be reviewed by (complete as appropriate). That review will take account of any representations that you may have made and of your subsequent conduct.

Yours sincerely