



PROCEDURES FOR DEALING WITH VIOLENT AND ABUSIVE VISITORS

COCKWOOD PRIMARY SCHOOL

STATEMENT OF PRINCIPLES

The Governing Body of Cockwood 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 Headteacher and Governing Body are responsible for protecting the health and safety and well-being of their staff and pupils. This document is about dealing with violence, threatening behaviour or abuse by visitors to the school, including those cases where an individual has been asked not to come onto the premises.

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. Similarly, we expect parents and other visitors to behave in a responsible and respectful way towards members of school staff both on and off of school premises.

All members of the school community have the right to expect a safe place in which to work and learn without fear of violence and abuse, and the right, in an extreme case, of appropriate self-defence.

There is no place for violence, aggressive or threatening behaviour or abuse in school. Where such behaviour does occur, the school must take appropriate action to ensure it does not re-occur.

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

- Shouting at members of the school staff, either in person or over the telephone
- Physically intimidating a member of staff (e.g. standing unnecessarily close to them and invading their personal space)
- The use of aggressive hand gestures
- Threatening behaviour
- Shaking or holding a fist towards another person
- Swearing
- Pushing
- Hitting (e.g. 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 behaves in an unacceptable way towards a member of the school community, the Head Teacher* will seek to resolve the situation through discussion and mediation. If it's appropriate, the school's complaints procedures should be followed.

*Where the Head Teacher is subject to unacceptable behavior, the Chair of Governors will take appropriate action.

Where all relevant procedures have been exhausted and aggression or intimidation continue, or where there is an extreme act of violence, a parent/carer 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:

The 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 e.g. police involvement or an injunction application may follow.

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.

The Chair of Governors will be informed of the ban

Where appropriate, arrangements for children being delivered to and collected from the school gates will be clarified.

The policy will be reviewed annually and/or following each incident where the policy needed to be used.