



**Norton and West Chinnock Schools'**

**Anti Agression and Intimidation against Staff Policy**

**Last reviewed: September 2021**

**Next Review Date: September 2022**

Norton and West Chinnock Schools encourage close links with parents, carers and the community. We believe that pupils benefit when the relationship between home and school is a positive one.

The vast majority of parents, carers and others visiting our schools are keen to work with us and are supportive of our schools. However, on rare occasions when a negative attitude towards the school is expressed this can result in aggression or verbal/physical abuse towards members of school staff or the wider community.

The governing body expects and requires 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, carers and other visitors to behave in a reasonable way towards members of school staff. The policy outlines the steps that will be taken where behaviour is unacceptable.

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

- Shouting at members of the school staff, either in person or over the telephone
- 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 e.g. slapping, punching or kicking
- Spitting
- Breaching the schools' 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.

### **Procedures to be followed:**

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

### **In imposing the ban the following steps will be taken:**

1. The parent, carer or visitor will be informed, in writing, that she/he 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 application may follow.
2. Where an assault has led to a ban, a statement indicating that the matter has been reported to the local authority and police will be included.
3. The Chair of Governors/LA (Local Authority) will be informed of the ban.
4. Where appropriate, arrangements for pupils being delivered to and collected from the school gate will be clarified.

**In conclusion:**

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