



## ALEXANDRA INFANTS' SCHOOL

### POLICY ON DEALING WITH AGGRESSIVE PARENTS

#### STATEMENT OF INTENT

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

The vast majority of parents, carers and others visiting the school are keen to work with us and are supportive of the school. However, a tiny minority of parents have a negative attitude towards the school and sometimes, this can result in aggression, verbal and/or physical abuse towards school staff.

At Alexandra Infants' School we expect the 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 staff have the right to work without fear of violence and abuse and the right, in extreme cases, of appropriate self-defence. Alexandra Infants' School expects parents and other visitors to behave in a reasonable way towards school staff. This policy outlines the steps that will be taken where parents' behaviour is unacceptable.

#### BEHAVIOUR

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

- Shouting at school staff, either in person or over the telephone.
- Physically intimidating a member of staff e.g. standing very close to him/her
- The use of aggressive hand gestures e.g. two fingers raised
- Threatening school staff
- Shaking or holding a fist towards another person
- Writing abusive comments about a member of staff e.g. he/she is an idiot
- Swearing at a member of school staff
- Pushing
- Hitting, e.g. slapping, punching or kicking
- Spitting
- Racist or sexist comments
- Breaking the school's security procedures

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

**Unacceptable behaviour will result in Stoke-on-Trent City Council and the Police being informed of the incident.**

## PROCEDURE

When a parent or member of the public behaves in an unacceptable way towards a member of the school staff 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 extreme act of violence, a parent or carer may be banned by the Headteacher from the school premises for a period of time, subject to review.

Prior to being banned the following steps will be taken:

1. The parent will be warned, 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 an injunction may follow.
2. Where an assault has led to a ban, a statement indicating that the matter has been reported to Stoke-on-Trent City Council and the Police will be included.
3. The Chair of Governors will be informed of the ban.
4. Where appropriate, arrangements for students being delivered to, and collected from the school gate will be clarified.

## CONCLUSION

Pupils learn best when there is a positive partnership between home and school. Whilst every effort will be made to work with parents, this will only be possible where parents behave in an acceptable way. Unfortunately, where a parent's behaviour is either unacceptable or serious it will not be possible to continue working with him/her and, as a final resort, legal action may be taken. The school will take action where behaviour is unacceptable or serious and breaches our policy or health and safety legislation.

Linda Pennington  
June 2013

Agreed by the Full Governing body: July 2013