

## **POLICY FOR DEALING WITH ABUSIVE PARENTS, CARERS AND VISITORS**

### **1. Statement of principles**

The ethos of West Row Community Primary School encourages close links with parents and the community. The staff and governors 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 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.

### **2. Behaviour**

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

- shouting at members of the school staff, parents or children either in person or over the telephone;
- physically intimidating a member of staff, parent or child eg standing very close to her/him;
- the use of aggressive hand gestures;
- threatening behaviour;
- shaking or holding a fist towards another person;
- swearing;
- using abusive/ offensive language
- pushing;
- hitting, e.g. slapping, punching and kicking;
- spitting;
- racist, sexist, homophobic or transgender comments;
- 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.**

### **3. Procedure to be followed**

If a parent/carer or visitor behaves in an unacceptable way towards a member of the school community, the Head-Teacher, Deputy Head-Teacher or appropriate senior staff will seek to resolve the situation through discussion and mediation, and if the unacceptable behaviour continues, terminate the meeting and ask the visitor to leave the premises. If necessary, the school's complaints procedures 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 Head-Teacher/Chair of Governors from the school premises for a period of time, subject to review as defined in section 547 of the Education Act (1996) In imposing a ban the following steps will be taken:

1. The school may in the first instance warn the parent that they are minded to ban them and seek reassurance about future behaviour. If reassurance is not forthcoming, then the school will proceed as in 2 below including details of how long the ban will last. Depending on the severity of the offence, the school may impose an immediate ban as in 2 below.
2. The parent/carer 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.
3. 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.
4. Where appropriate, arrangements for pupils being delivered to, and collected from the school gate will be clarified.

### **Conclusion**

If a parent/carer/visitor is intimidating, threatening or aggressive towards any member of the school community any interaction will be terminated immediately and the person will be instructed to leave the premises. Further action may be taken by the school. The local authority itself may take action where behaviour is unacceptable or there are serious breaches of our home-school code of conduct or health and safety legislation. In implementing this policy, the school will, as appropriate, seek advice from the Local Education, to ensure fairness and consistency

**APPENDIX A**

**Incident Report Form**

(includes trespass, nuisance or disturbance on school premises, verbal abuse, sexual or racial abuse, threats, aggression, physical violence and intentional damage to personal property)

This form should be completed as fully as possible. Please confine your information to matters of fact; you should expect that this form would be made available to any interested person. A member of staff should complete the form for any incident involving or witnessed by a pupil. Please use continuation sheet if necessary.

**Date of incident:**

**Day of week:**

**Time:**

**Member of staff or other person reporting incident**

Name:

Work Address:

Position:

**Personal details of person assaulted/verbally abused (if appropriate)**

Name:

Work Address:

Job/Position (if member of staff)

Class/Department/Section:

Age:

Gender:

**Details of trespassers/assailant(s) (if known)**

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**Witness(es) if any**

Name:

Address:

Age (approx.):

Gender:

**Relationship between member of staff/pupil and trespasser/assailant, if any:**

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## **Details of Incident:**

Type of incident (e.g trespass, was the trespasser causing a nuisance or disturbance and how, if assault, give details of any injury suffered, treatment received etc:

Location of incident (attach sketch of appropriate)

Other details: describe incident, including, where relevant, events leading up to it; relevant details of trespasser/assailant not given above; if a weapon was involved, who else was present.

Outcome: (e.g whether police called; whether trespasser was removed from premises under section 547 Education Act 1996; whether parents contacted; what happened after the incident; any legal action).

If you have other comments that you wish to discuss then please contact the Head-Teacher directly.

**Signed:**

**Date:**

Please return as soon as possible to: The Head-Teacher, West Row CP School, Beeches Road, West Row, Suffolk, IP28 8NY

## **APPENDIX B: Ban Letter 1. Letter to parent with child/ren at the school**

### **RECORDED DELIVERY:**

Dear Sir/Madam,

I have received a report from the Head-Teacher at West Row Community Primary School about your conduct on (enter date and time).

(add summary of the incident and of its effect on staff, pupils, other parents)

I must inform you that the Governing Body will not tolerate conduct of this nature on its premises and will act to defend its staff and pupils. On the advice of the Head-Teacher I am therefore instructing that (for a temporary period) you are not to reappear on the premises of the school. If you do not comply with this instruction, I shall arrange for you to be removed from the and shall recommend that you be prosecuted under Section 547 of the Education Act 1996. If convicted under this section, you are liable to a fine of up to £500.

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

Arrangements have been made for your (delete as appropriate) son(s)/daughter(s) (insert child/ren's 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's 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 the 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 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 this letter).

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

Yours faithfully,

**APPENDIX C: Ban Letter 1 – Letter to a member of the public**

RECORDED DELIVERY

Dear Sir/Madam,

I have received a report from the Head-Teacher at West Row Community Primary School about your conduct on (enter date and time)

(add summary of the incident and of its effect on staff, pupils and parents)

I must inform you that the Governing Body will not tolerate conduct of this nature on its premises and will act to defend its staff and pupils. On the advice of the Head-Teacher I am therefore instructing that you are not to reappear on the premises of the school. If you do not comply with this instruction, I shall arrange for you to be removed from the premises and shall recommend that you be prosecuted under Section 547 of the Education Act 1996. If convicted, you are liable to a fine of up to £500.

Yours Faithfully,

## APPENDIX D

### Ban Letter 2 – Letter to parent with child/ren at the school

#### RECORDED DELIVERY

Dear Sir/Madam,

On (give date) I wrote to you informing you that on the advice of the Head-Teacher, I had withdrawn permission for you to come into the premises of West Row School. To enable the Governing Body to determine whether to confirm this decision for a longer period, I gave you the opportunity to give your written comments on the incident concerned by (give date).

I have not received a written response from you/I have now received a letter from you dated (insert date), the contents of which I have noted. (delete either sentence as appropriate).

In the circumstances, and after further consideration of the Head-Teacher's report, I have determined that the decision to withdraw permission for you to come into school premises should be confirmed. I am therefore instructing that until further notice, you are not to come into the premises of the school without the prior knowledge and approval of the Head-Teacher. If you do not comply with this instruction, I shall arrange for you to be removed from the premises and shall recommend that you be prosecuted under Section 547 of the Education Act 1996. If convicted, you are liable to a fine of up to £500. Notwithstanding this decision the Head-Teacher and staff at (insert name) School remain committed to the education of your child/children (delete as appropriate) who must continue to attend school as normal under the arrangements set out in my previous letter.

The Governing Body will take steps to review the continuance of this decision on (give date). When deciding whether it is necessary to extend the withdrawal of permission to come on to the school's premises, the Governing Body will take into account the extent of your compliance with the decision, any appropriate expressions of regret and assurance of future good conduct received from yourself and any evidence of your cooperation with the school in other respects.

(Include where the incident has arisen within the context of a parental complaint against the school).

Finally I would advise you that I have asked the Head-Teacher to ensure that your complaint that (give brief details) is considered under the appropriate stage of the School's parental complaints procedure. The school will contact you about this in due course.

If you wish to pursue the matter further, you have a right to a review of the circumstances of this case by contacting.....(complete as appropriate with name of LEA officer).

Yours Faithfully,

## APPENDIX E

### Ban Letter 3 Letter to parent with child/ren at the school

RECORDED DELIVERY

Dear Sir/Madam,

I wrote to you on (give date) withdrawing permission for you to come into the premises of West Row Community Primary School until further notice. In that letter I also advised you that I would take steps to review this decision on (give date).

I have now completed the review. However, after consultation with the Head-Teacher, I have determined that it is not yet appropriate for me to withdraw my decision (give brief summary of reasons).

I therefore advise that the instruction that you are not to come onto the premises of (insert name) School without the prior knowledge and approval of the Head-Teacher remains in place until further notice.

I shall undertake a further review of this decision on (give date).

If you are dissatisfied with this decision, you have a right to complain to the local education authority.

Yours Faithfully,



## **APPENDIX F**

### **Unban letter 1**

RECORDED DELIVERY

Dear Sir/Madam,

On (insert date) I wrote to you informing you that, on the advice of the Head-Teacher, I had temporarily withdrawn permission for you to come onto the premises of West Row Community Primary School. To enable me to determine whether to confirm this decision for a longer period, I gave you the opportunity to let me have your written comments on this incident by (insert date).

I have not received a written response from you/ I have not received a letter from you dated (insert date), the contents of which I have noted, (delete either sentence as appropriate).

(However), in the circumstances and after consulting with the Head-Teacher, I have decided that it is not necessary to confirm the decision and I am therefore restoring to you the permission to come onto the school premises with immediate effect.

Nevertheless, I remain very concerned at the incident which occurred on (insert date) and I must warn you that if there is any repetition of your behaviour on that occasion, I shall not hesitate to withdraw permission for to you come into the premises again.

Yours faithfully,

## **APPENDIX G**

### **Unban Letter 2**

RECORDED DELIVERY

Dear Sir/Madam,

I wrote to you on (give date) informing you that I had withdrawn permission for you to come onto the premises of West Row Community Primary School until further notice. In that letter I also advised you that I would take steps to review this decision on (give date).

I have now completed the review. After consultation with the Head-Teacher, I have decided that it is now appropriate to change that decision and I am therefore restoring to you the permission to come into the school premises, with immediate effect.

I trust that you can now be relied upon to act in full co-operation with the School and that there will be no further difficulties of the kind that made it necessary for me to prevent you entering the premises. I should point out that if there is any repetition of your behaviour, I shall not hesitate to withdraw permission for you to come onto the premises again.

Yours Faithfully,

(Depending on who signed original banning letter)

## APPENDIX H

Other factual information (to be completed by school as appropriate)

Possible contributory factors:

Is trespasser/assailant known to have been involved in any previous incidents? YES/NO

Give date and brief details of previous incident/s if known

Had any measures been taken to try to prevent an incident of this type occurring? If so, what?

Could they be improved?

If no measure had been taken beforehand, could action now be taken? If so, what?

Any other relevant information: