



**Managing Aggressive Behaviour  
from Parents/Carers and  
Visitors**



# **Monkston Primary School**

## **Managing aggressive behaviour from Parents/Carers and Visitors**

### **1. Statement of intent**

Monkston Primary 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 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 school staff.

Our school expects and requires its 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 an extreme case, of appropriate self-defence.

We expect parents and other visitors to behave in a reasonable, considerate way towards 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.

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

- Shouting at school staff, either in person or over the telephone
- Physical or other forms of intimidating a member of staff
- The use of aggressive hand gestures
- Threatening behaviour
- Rudeness in tone or inappropriate words used either on the telephone or in person
- Shaking or holding a fist towards another person
- Swearing at a member of school staff
- Pushing
- Hitting, e.g. slapping, punching and kicking
- Spitting
- Racist or sexist comments
- Breaking the school's security procedures

Unacceptable behaviour will result in the Headteacher, Governing Body, the Police and the school's solicitors being informed of the incident where appropriate.

**Step 1** The Headteacher or appropriate member of the Senior Leadership staff will seek to investigate the situation through discussion. If a meeting is held, the main points will be copied to the parents/carers and Chair of Governors to ensure all parties are clear about the outcome.

**Step 2** Where all procedures have been exhausted and aggression or intimidation continues, or there is an act of violence, a parent/carer or visitor will be

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banned from the premises by the Headteacher through powers granted under the 1996 Education Acts. This will be subject to regular review.

**Step 3** □ The parent/carer will be informed, in writing, that s/he is banned from the premises, and what will happen if the ban is breached, eg that an injunction application may follow.

□ Where an assault has led to a ban, a statement indicating that the matter has been reported to the Police will be included. The Chair of Governors will be informed of the ban. Where appropriate, arrangements for students being delivered to, and collected from the school gate will be clarified.

#### **4. Conclusion**

The school will take action where behaviour is unacceptable or serious or breaches health and safety legislation.

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