

## POLICY ON DEALING WITH ABUSE



### STATEMENT OF PRINCIPLES

The governing body and Harrison Primary School team strive for close links with parents and the community. We believe that pupils benefit when the relationship between home and school is a positive, enabling one.

The vast majority of parents, carers and visitors who communicate with our school team 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. All members of the Harrison community deserve to be treated with respect – this is one of our school values, and all stakeholders must take their responsibility for building and maintaining respectful relationships. All members of staff have the right to work without fear of violence and abuse, and the right, in extreme cases, to use appropriate self-defence.

We expect all stakeholders, including parents, carers and other visitors to behave in a respectful, reasonable way towards members of the school staff. This policy outlines the steps that will be taken where behaviour is unacceptable.

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
- Sending aggressive threatening emails or letters
- Physically intimidating a member of staff (eg standing very close to them)
- The use of aggressive hand gestures
- Threatening, abusive and insulting emails
- Shaking or holding a fist towards another person
- Swearing
- Pushing, hitting (eg 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 unacceptably 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 would be followed.

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.

In imposing a ban, the following steps will be taken:

1. The parent/carer 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 eg police involvement or an injunction application may follow
2. 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
3. The chair of governors will be informed of the ban
4. Where appropriate, arrangements for pupils being delivered to and collected from the school gates will be clarified.

**Conclusion**

Harrison Primary School and its Governors may take action where behaviour is unacceptable, or there are serious breaches of a home-school code of conduct or health and safety legislation. In implementing this policy, the school will, as appropriate, seek advice from the employing body's education, health and safety and legal departments to ensure fairness and consistency. The policy will be reviewed annually.

Signed .....

Chair of the governing body

Date .....