



Managing aggressive and violent behaviour

Version number	Purpose	Lead Person	Date produced
1.0	New policy written	Richard Askew	September 2017
1.1	Policy review	Richard Askew	October 2019
1.2	Policy review	Stephanie Tillman	October 2021
1.3	Policy review	Stephanie Tillman	October 2025

Policy on managing aggressive behaviour from parents and visitors to our school

Statement of principles

The governing body of Kingsthorpe Village Primary School encourages close links with parents 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 school are keen to work with the school 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.

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 extreme cases, to use appropriate self-defence.

The 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 behaviour is unacceptable.

Behaviour

The following is not an exhaustive list but seeks to illustrate the 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
- Threatening behaviour
- Shaking or holding a fist towards another person
- Swearing
- Pushing
- Hitting, e.g. slapping, punching or kicking
- Spitting
- Breaking the school's security procedures
- Racist or sexist comments

Unacceptable behaviour may result in Northamptonshire County Council and the police being informed of the incident.

Procedure

If a parent or member of the public behaves in an unacceptable way towards a member of the school community, 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 referenced during the discussion.

Where all procedures have been exhausted, and aggression or intimidation continue, or where there is an 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 by the school's Governing Body.

In imposing the ban the following steps will be taken:

1. The parent / carer will be informed in writing, that she/he is banned from the premises, subject to review by the school's Governing Body, and what will happen if the ban is breached, e.g. that police involvement or an injunction may follow.
2. Where an assault has led to a ban, a statement indicating that the matter has been reported to Northamptonshire County Council and the police will be included.
3. Where appropriate, arrangements for pupils being delivered to, and collected from the school gate will be clarified.

Conclusion

The local authority itself may take action where behaviour is unacceptable or there are serious breaches of the School / Home Code of Conduct or health and safety legislation. In implementing this policy, the school will, as appropriate seek advice from the local authority to ensure fairness and consistency.

Also, in operating this policy, the school will be guided by the advice and guidance contained in the National Association of Head Teachers' "Managing Violent and Abusive Visitors to Schools" document.