

## Beaver Road Primary School

### Statement of principles

The Governing Body of Beaver Road Primary School encourages close links with parents and the School community.

It believes 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.

### What is aggressive behaviour?

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

- Shouting at members of the School staff, either in person or over the telephone;
- Physically intimidating a member of staff, e.g. standing very close to her or him;
- The use of aggressive hand gestures;
- Threatening behaviour;
- Shaking or holding a fist towards another person;
- Swearing;
- Pushing;
- Hitting, e.g. slapping, punching and kicking;
- Spitting;
- Breaching the School's security procedures.

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

## School Policy on Managing Aggressive Behaviour from Parents and Visitors to School Staff

## **Beaver Road Primary School**

### **Unacceptable behaviour – What are the consequences?**

Unacceptable behaviour may well result in Manchester City Council and the Police being informed of the incident.

### **Procedure to be followed**

If a parent or carer behaves in an unacceptable way towards a member of the School community, the Headteacher or another member of the School Leadership Team will seek to resolve the situation through discussion and mediation. If necessary, the School's Complaints Procedures will be followed.

Where all procedures have been exhausted, and aggression or intimidation continues, 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.

In imposing a ban the following steps will be taken:

- The parent or carer will be informed, in writing, that she or he is banned from the School premises, subject to review, and what will happen if the ban is breached, e.g. that Police involvement or a legal injunction application may follow.
- Where an assault has led to a ban, a statement indicating that the matter has been reported to Manchester City Council and the Police will be involved.
- The Chair of Governors will be informed of the ban
- Where appropriate, arrangements for pupils being delivered to, and collected from the School gate will be clarified.

### **Conclusion**

Manchester City Council may take action where behaviour is unacceptable or there are serious breaches of our School Code of Conduct or Health and Safety legislation.

In implementing this Policy, the School will, as appropriate, seek advice from the Manchester City Council's Education, Health and Safety and Legal Departments, to ensure fairness and consistency.

This Policy will be reviewed annually.

Chair of Governing Body     Andrew Harty

Date: 1 January 201

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