



## Dealing with Parental Incidents Policy

This policy represents the agreed principles for the provision of dealing with parental incidents at Shepherd Primary School. This policy has been agreed by governors and the Headteacher.

### School aims

Our school community (children, staff, parents and governors) aims to:

- Learn and grow together within a safe, caring and happy environment;
- Continually encourage achievement in all aspects of school life;
- Motivate all children with a broad and challenging curriculum;
- Treat everyone with honesty and respect;
- Ensure opportunities for all.

### Statement of principles

The governing board of Shepherd 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 could possibly result in aggression, verbal and or physical abuse towards members of school staff or the wider school community.

The governing board 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 or members of the senior leadership team.

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 and the wider school community. This policy outlines the steps that will be taken where behaviour is unacceptable.

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/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
- discriminatory comments
- breaching the school's security procedures
- derogatory comments on social media or through electronic communications.

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.**

### **Procedure to be followed**

If a parent/carer behaves in an unacceptable way towards a member of staff, a pupil or volunteer, the head teacher or appropriate senior staff will seek to resolve the situation through discussion and mediation. 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 excluded by the head teacher from the school premises for a period of time, subject to review.

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

1. The parent/carer will be informed, in writing, that she/he is excluded from the premises, subject to review by the Head teacher and Governors, and what will happen if the exclusion is breached, e.g. that police involvement or an injunction application may follow.
2. 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.
3. The Chair of Governors/LA will be informed of the exclusion.
4. 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 our home-school code of conduct or health and safety legislation. The police may take action if a crime has taken place.

In implementing this policy, the school will, as appropriate, seek advice from the Local Authority's education, health and safety and legal departments, to ensure fairness and consistency. Section 547 of the Education Act 1996 makes it an offence for any person to be on school premises to cause or permit a nuisance or disturbance and allows for the removal and prosecution of any person believed to have committed an offence.

### **Review**

This policy will be reviewed every three years or earlier if required by staff and governors.