



**Policy on
Managing Aggressive Behaviour
from Parents, Carers and Visitors**

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1. Statement of intent

Kents Hill Park School encourages close links with parents, carers 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 us and are supportive of the school. However, on the rare occasions when a negative or malicious attitude towards the school is expressed, this can result in aggression, verbal, including written communication and/or physical abuse towards school staff and/or personnel employed by the school.

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 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, carers and other visitors to behave in a reasonable, respectful, polite and considerate way when interacting with school staff. This policy outlines the steps that will be taken where behaviour and/or conduct is unacceptable.

2. Behaviour

Types of behaviour that are considered serious and unacceptable and will not be tolerated, including but not limited to:

- Shouting or aggressive attitude towards school staff, either in person or via communications such as email or telephone
- Rudeness in tone, inappropriate words or swearing used via email, telephone or in person
- Physical or other forms of intimidating a member of staff
- The use of aggressive hand gestures
- Threatening behaviour
- Shaking or holding a fist towards another person
- Any physical contact such as pushing, hitting, slapping, punching and kicking, spitting etc
- 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.

3. Steps

- 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 to ensure both parties are clear about the outcome.
- Step 2**
- If it is decided that aggressive, malicious or intimidating behaviour was used then a warning letter may be issued to outline expected conduct when interacting with school staff. It may also advise that if the behaviour continues a ban from school premises and/or a single point of contact and communication type may be implemented.
- Step 3**
- 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 issued with a provisional ban from the premises and/or a single point of contact. However, they will have the opportunity to make written representation to the school within 5 school days. If this representation is not made within 5 school days, and/or does not outline sufficiently the negative impact of a ban or give satisfactory reasons for their conduct, the ban will be converted from provisional to full. This will be issued by the Headteacher through powers granted under the 1996 Education Act. The ban and/or single point of contact will be subject to regular review.
- Step 4**
- The parent/carer will be informed, in writing, that they are banned from the premises and/or has a single point of contact, 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 pupils being delivered to, and collected from the school gate will be clarified.

4. Conclusion

The school will take action where behaviour is unacceptable or there are serious breaches of the home-school code of conduct or health and safety legislation.

In implementing this policy, the school will, as appropriate, seek advice from the school solicitors to ensure fairness and consistency.



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