



Sandbank Nursery School and Playcare Project Dealing With Aggressive Adults Policy

Statement of Intent

The school encourages close links with parents and the community. We believe that children benefit when the relationship between home and school is a positive one.

The vast majority of parents, carers and others visiting the school are keen to work with us and are supportive of the school. However, it is recognised that increasingly staff in schools find themselves in threatening situations.

Sandbank Nursery School and Playcare make positive relationships with parents/carers a priority and would hope to defuse any potential difficulties before threatening behaviours take place.

This policy is aimed at providing a consistent procedure in the event of such an incident taking place.

The school expects its 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 staff have the right to work without fear of violence and abuse.

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 the behaviour of visiting adults is unacceptable.

Behaviour

Types of behaviour that are considered serious and unacceptable and will not be tolerated

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

- 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 e.g. two fingers raised, a fist raised towards another person
- Threatening school staff
- Making abusive comments about staff
- Writing abusive comments about a member of staff
- Swearing at a member of school staff
- Pushing
- Hitting, e.g. slapping, punching or kicking
- Spitting
- Racist or sexist comments
- Breaking the school's security procedures

Unacceptable behaviour will result in Walsall MBC and the Police being informed of the incident.

Procedure

When a parent or member of the public behaves in an unacceptable way towards a member of the school staff 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 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 banned by the Headteacher from the school premises for a period of time, subject to review.

Prior to being banned the following steps will be taken:

1. The parent will be warned, in writing, that s/he is banned from the premises, subject to review, and what will happen if the ban is breached, e.g. Police will be informed.
2. Where an assault has led to a ban, a statement indicating that the matter has been reported to Walsall Council and the Police will be included.
3. The Chair of Governors will be informed of the ban.
4. Where appropriate, arrangements for students being delivered to, and collected from school will be clarified.

Conclusion

Students learn best when there is a positive partnership between home and school and Sandbank will make every effort to ensure that a positive relationship is created and maintained.

Unfortunately, where a parent's behaviour is either unacceptable or serious it will not be possible to continue working with him/her and, as a final resort, legal action may be taken.

The school will take action where behaviour is unacceptable or serious and breaches these guidelines or health and safety legislation.

Reviewed: March 2021

Next review date: March 2023

Passed by: _____ Date: _____