



WILBURTON C of E PRIMARY SCHOOL

Parents and Visitors: Expected Conduct towards Staff, Pupils, Visitors and Volunteers Adopted: Spring 2021

Wilburton CE Primary School will not tolerate physical or verbal intimidation or aggressive behaviour directed towards any member of staff, a student, visitor or volunteer and will take appropriate action to calm and diffuse any situation that may arise in a fair and consistent manner. We generally define aggressive or intimidating behaviour as that which is not respectful and productive – it is impulsive or reactionary, and may include making demands, not allowing others the opportunity to speak, using rude or disrespectful language, making threats, not respecting personal boundaries (e.g. invading personal space, pointing), shouting, making accusations and other behaviour which makes people feel uncomfortable. Where conflict cannot be resolved or diffused or there is the possibility of imminent physical harm towards an individual or School property, the School reserves the right to call upon the Police to intervene.

The School also reserves the right to consider banning an individual from School Premises as a result of their intimidating, abusive or aggressive behaviour.

Aims

- To protect all teaching and non-teaching staff and students, visitors and volunteers at Wilburton CE Primary School from potential physical/verbal or emotional abuse;
- To defuse the potential conflict situation as far as possible;
- To deal fairly and fully with any complaint;
- To inform the complainant of their right of appeal to the Governors' Complaints Panel if a complaint is not resolved by the School (via Complaints Procedure/Policy).
- To ensure that, where a ban from the School Premises is considered, it is fair, consistent and proportionate to the incident and that the correct procedure is followed.

What to do when an incident arises

If a member of the school community feels uncomfortable in a situation due to the actions, words, tone, body language etc. of a parent or visitor, they should firmly put a stop to the conversation. This can be done by saying:

**"I hear what you're saying, and someone will contact you to discuss this. Thank you."
or "I hear what you're saying, and we clearly need to arrange a proper time to discuss this.
Someone/I will contact you later to arrange that. Thank you."**

If there is another member of staff nearby, they should support this line.

Once this message has been given and, if necessary, repeated, the staff member should try to physically withdraw, e.g. by standing and holding the door open, moving inside if outside, or saying goodbye and hanging up the phone. If the visitor refuses to leave, the staff member should find a member of the SLT.

If the tone of emails is intimidating or aggressive, staff members should not be drawn into responding at length. Instead, the following reply can be given: 'Thank you for your email outlining

your concerns. These will be shared with the leadership team and you will be contacted to discuss these in due course.' No further correspondence should be entered into.

The incident should then be discussed with a member of the school leadership team to agree on the response and following actions, and who will do this.

In an emergency and in extreme cases, a member of staff should contact the police immediately.

Follow Up

After discussion with the SLT, an arrangement will be made for a phone or in-person meeting with the visitor/parent. If a meeting is to be held, this would normally have more than one member of school staff present and should have a printed agenda to avoid lengthy, unproductive conversations. If the complainant was aggressive or intimidating, the agenda should include the statement: "Whilst we understand parents and visitors can at times feel strongly about concerns they may have, we expect you to communicate your concerns respectfully. We must inform you that any repetition of behaviour that does not adhere to our expectations could lead to a withdrawal of permission for you to enter the school premises."

The meeting should ask the complainant to summarise their concerns and state the outcome they desire. The school will investigate and report back on these concerns in the usual timescale, including a link to the school complaint's policy if the complainant is not satisfied.

Whilst the School will make every effort to resolve any issue raised by the complainant, consideration may also be given to involving the Police, especially where threats of violence have been made.

Likewise, negative comments on Facebook, Twitter and other social networking sites about a member of staff or volunteer will be reported to a member of the Leadership Team immediately. Discussions with the author will be had and if comments persist, consideration may be given to involving the police.

Banning an Individual from the School Premises

The School reserves the right to impose a temporary or permanent ban from the School Premises on anyone who has demonstrated intimidating, aggressive or abusive behaviour towards any member of staff, student, visitor or volunteer at the School.

This decision shall be made by the Head Teacher in consultation with the Chair of Governors and the length of any ban shall be proportionate to the nature and circumstances of the incident.

It is important that correct county council procedures are carried out when banning an individual from the site, particularly a parent. The Headteacher shall refer to the latest guidance on this, from the Local Authority and the DfE: <https://www.gov.uk/government/publications/controlling-access-to-school-premises/controlling-access-to-school-premises>

Review and Monitoring

This Policy will be reviewed by the Governing Body every three years.

All incidences of aggressive or abusive behaviour directed towards staff, students, visitors or volunteers by a parent/carer or member of the public will be recorded and reported to the Governing Body to inform review of this policy.

Related Policies: Complaints Policy/Procedure