



## Violent Conduct Towards Staff and Visitors Policy

### Safeguarding Statement

*"St Edward's Catholic Primary School is committed to safeguarding and promoting the welfare of children and safeguarding staff members and expects all visitors to share this commitment."*

### RATIONALE

Most schools encourage close links with parents 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 attitude towards the school is expressed, this can result in aggression, verbal and / or physical abuse towards school staff.

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 as appropriate 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 and other visitors to behave in a reasonable way towards school staff.

### AUTHORITY

It is the duty of all schools to safeguard and promote the welfare of people using the school site and building. This policy complies with all legal requirements as well as taking full account of guidance from the DfE and Local Authority.

### STATEMENT OF POLICY

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 such behaviour:*

- Shouting at school staff, either in person or over the telephone
- Physically / verbally intimidating a member of staff, eg standing very close to her/him

- The use of aggressive hand gestures
- Threatening school staff or other parents
- Shaking or holding a fist towards another person
- Swearing at a member of school staff or other parents / carers within the school grounds
- Pushing
- Hitting, e.g. slapping, punching and kicking
- Spitting
- Racist or sexist comments
- Breaking the school's security procedures

### **RESPONSIBILITY**

**The Governors** have the overall responsibility to ensure that all aspects of this policy and practice are undertaken correctly.

**The Head Teacher** is responsible for ensuring all aspects of the policy are delivered effectively, records are kept and all appropriate actions are followed.

**All Staff** must take all appropriate action to report acts of violence to help safeguard all members of the school.

### **PROCEDURE FOLLOWING A VIOLENT INCIDENT**

When a parent, carer or member of the public behaves in an unacceptable way towards a member of the school staff or to other parents on the school grounds, the Headteacher or appropriate senior staff will seek to resolve the situation through discussion and mediation.

Where there are repetitive instances of abuse and / or all procedures have been exhausted, and aggression or intimidation continue, or where there is an extreme act of violence, the member of staff should complete an incident report form and hand it to the relevant authority.

Consideration will be given of what action should follow and legal advice may be sought: this may result in the parent or carer being 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/carers will be informed, in writing, that she/he is banned from the premises, subject to review, and what will happen if the ban is breached, e.g. that an injunction application may follow.
2. Where an assault has led to a ban, a statement indicating that the matter has been reported to Halton Borough Council and the Police will be included.

3. The Chair of Governors will be informed of the ban.
4. Where appropriate, arrangements for pupils being delivered to, and collected from the school gate will be clarified.
5. Consideration will be given to whether some kind of support may be necessary e.g. counselling.
6. Ongoing liaison will be maintained with the police where necessary

\*\*\*\*\*