Title	**Managing Aggressive Behaviour from Parents & Visitors Policy**
Year	2024/2025
Author	Dan Rosser
Governor Link	Chair of Governors
Date approved by Full Governing Body	June 2024
Review Date	June 2026

1. Statement of intent

Wootton Park School encourages close links with parents and the community. We believe that learners benefit when the relationship between home and school is a positive one. We strive to make our school a place where we model for children the behaviour we teach and expect. As a school aiming to reflect a "community and public service" ethos, we promote respect for all with whom we work, and celebrate differences in a positive manner. We place a high importance on good manners and positive communication, founded on mutual respect. 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. This policy outlines the steps that will be taken where behaviour is unacceptable.

.

2. 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 such behaviour:

- Shouting at school staff, either in person or over the telephone
- Physically intimidating a member of staff, e.g. standing very close to her/him/them
- The use of aggressive hand gestures
- Threatening school staff either in person or via social media
- Shaking or holding a fist towards another person
- Swearing at/about a member of school staff either in person or via social media
- Pushing
- Hitting, e.g. slapping, punching and kicking
- Spitting
- Racist, sexist or homophobic comments
- Breaking the school's security procedures

Unacceptable behaviour will result in the, Chair of Governors and the Police being informed of the incident.

3. Procedure

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

Where such behaviour does occur the person involved will be invited to leave the premises or be taken to a room away from other persons. An investigation will be conducted, incident report form will be completed (Appendix A) and evidence taken from witnesses.

Prior to being banned the following steps will be taken:

1. The parent/carer will be informed, in writing, that he/she/they are 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 the Local Education Authority and the Police will be included.
3. The Chair of Governors will be informed of the ban.
4. Where appropriate, arrangements for learners being delivered to, and collected from the school gate will be clarified.

4. Conclusion

Wootton Park School will take action where behaviour is unacceptable or serious and breaches our home-school code of conduct or health and safety legislation.

Appendix A Incident Report Form

(Includes trespass, nuisance or disturbance on school premises, verbal abuse, sexual, homophobic, or racial abuse, threats, aggression, physical violence and intentional damage to personal property).

This form should be completed as fully as possible. Please confine your information to matters of fact; you should expect that this form would be made available to any interested person. A member of staff should complete the form for an incident involving or witnessed by a learner. Please use continuation sheet if necessary.

Date of incident ……. Day of week …… Time …….

1. Member of staff or other person reporting incident

Name ……..

Work address: (if different from school address)
…….

Position ……

2. Personal details of person assaulted/verbally abused (if appropriate)

Name ……..

Work address: (if different from school address)/home address (if pupil).
……..

Job/Position (if member of staff) …… Dept/Section/Class……..

3. Details of trespassers/assailant(s) (if known)
……..

4. Witness(es) if any

Name ……...

Address ……

Other Information:

Relationship between member of staff/pupil and trespasser/assailant, if any

5. Details of incident

Please outline in your statement what took place including:

a) Type of incident (e.g. if trespass, was the trespasser causing a nuisance or disturbance and how, if assault, **give** details of any injury suffered, treatment received etc. b) Location of incident (attach sketch if appropriate)

c) Other details: describe incident, including, where relevant, events leading up to it; relevant details of **trespasser**/assailant not given above; if a weapon was involved, who else was present.

WOOTTON PARK

'Ipsum quod faciendum est diutius'

6. Outcome: (e.g. whether police called; whether trespasser was removed from premises under section 547 Education Act 1996; whether parents contacted; what happened after the incident; any legal action)

If you have other comments that you wish to discuss then please contact the Principal directly.

Signed …… Date …….

Please return as soon as possible to: The Principal, Wootton Park School, Wootton Hall Park, Northampton. NN4 0HZ

Appendix B Recorded Delivery

Dear Sir/Madam,

I have received a report from the Principal at Wootton Park School about your conduct on (enter date and time).

[Add summary of the incident and of its effect on staff, learners, other parents.]

I must inform you that the Governing Body will not tolerate conduct of this nature on its premises and will act to defend its staff and learners. On the advice of the Principal I am therefore instructing that (for a temporary period) you are not to reappear on the premises of the School. If you do not comply with this instruction, I shall arrange for you to be removed from the premises and shall recommend that you be prosecuted under Section 547 of the Education Act 1996. If convicted under this section, you are liable to a fine of up to £500.

For the duration of this decision you may bring your son(s)/daughter(s) (complete as appropriate) to school and collect them/him/her (delete as appropriate) at the end of the school day, but you must not go beyond the school gate.

Arrangements have been made for your (delete as appropriate) son(s)/daughter(s) (insert child/children's names) to be collected, and returned to you, at the school gate by a member of the School's staff. The withdrawal of permission for you to enter the school premises takes effect straightaway.

However, I still need to decide whether it is appropriate to confirm this decision. Before I do so, I wish to give you an opportunity to give me in writing any comments or observations of your own in relation to the report which I have received from the Principal. These comments may include any expressions of regret on your part and any assurances you are prepared to give about your future conduct. To enable me to take a decision on this matter at an early point, you are asked to send me any written comments you wish to make by (state date ten working days from the date of this letter).

If on receipt of your comments I consider that my decision should be confirmed, you will be supplied with details of how to pursue a review of the circumstances of your case.

Yours faithfully,

BAN LETTER-1
Letter to Parent with child/children at the school

Appendix C Recorded **Delivery**

Dear Sir/Madam,

I have received a report from the Principal at Wootton Park School about your conduct on (enter date and time).

[Add summary of the incident and of its effect on staff, learners, and other parents]

I must inform you that the Governing Body will not tolerate conduct of this nature on its premises and will act to defend its staff and learners. On the advice of the Principal, I am therefore instructing that you are not to reappear on the premises of the School. If you do not comply with this instruction, I shall arrange for you to be removed from the premises and shall recommend that you be prosecuted under Section 547 of the Education Act 1996. If convicted, you are liable to a fine of up to £500.

Yours faithfully,

BAN LETTER-1 (a)
Letter to member of the public

Appendix D Recorded Delivery

Dear Sir/Madam,

On (give date) I wrote to you informing you that on the advice of the Principal, I had withdrawn permission for you to come onto the premises of Wootton Park School. To enable the Governing Body to determine whether to confirm this decision for a longer period, I gave you the opportunity to give your written comments on the incident concerned by (give date).

I have not received a written response from you/I have now received a letter from you dated (insert date), the contents of which I have noted. (Delete either sentence as appropriate).

In the circumstances, and after further consideration of the Principal's report, I have determined that the decision to withdraw permission for you to come onto school premises should be confirmed. I am therefore instructing that until further notice you are not to come onto the premises of the school without the prior knowledge and approval of the Principal. If you do not comply with this instruction, I shall arrange for you to be removed from the premises and shall recommend that you be prosecuted under Section 547 of the Education Act 1996. If convicted, you are liable to a fine of up to £500.

Notwithstanding this decision the Principal and staff at Wootton Park School remain committed to the education of your child/children (delete as appropriate), who must continue to attend school as normal under the arrangements set out in my previous letter.

The Governing Body will take steps to review the continuance of this decision on (give date). When deciding whether it is necessary to extend the withdrawal of permission to come on to the School's premises, the Governing Body will take into account the extent of your compliance with the decision, any appropriate expressions of regret and assurance of future good conduct received from yourself and any evidence of your co-operation with the School in other respects.

[Include where the incident has arisen within the context of a parental complaint against the School]

Finally I would advise you that I have asked the Principal to ensure that your complaint that (give brief details) is considered under the appropriate stage of the School's parental complaints procedure. The School will contact you about this in due course.

Yours faithfully,

Annex E Recorded Delivery

Dear Sir/Madam,

I wrote to you on (give date) withdrawing permission for you to come onto the premises of Wootton Park School until further notice. In that letter I also advised you that I would take steps to review this decision on (give date).

I have now completed the review. However, after consultation with the Principal, I have determined that it is not yet appropriate for me to withdraw my decision. (Give a brief summary of reasons.)

I therefore advise that the instruction that you are not to come onto the premises of Wootton Park School without the prior knowledge and approval of the Principal remains in place until further notice.

I shall undertake a further review of this decision on (give date).

If you are dissatisfied with this decision, you have a right to complain to the local education authority.

Yours faithfully,

BAN LETTER 3
Letter to parent with child/children at the school

Annex F Recorded **Delivery**

Dear Sir/Madam,

On (Insert date) I wrote to you informing you that, on the advice of the Principal, I had temporarily withdrawn permission for you to come onto the premises of Wootton Park School. To enable me to determine whether to confirm this decision for a longer period, I gave you the opportunity to let me have your written comments on this incident by (insert date).

I have not received a written response from you / I have now received a letter from you dated (insert date), the contents of which I have noted. (delete either sentence as appropriate).

[However] In the circumstances, and after consulting with the Principal, I have decided that it is not necessary to confirm the decision, and I am therefore restoring to you the permission to come onto the school premises, with immediate effect.

Nevertheless I remain very concerned at the incident which occurred on (insert date), and I must warn you that if there is any repetition of your behaviour on that occasion, I shall not hesitate to withdraw permission for you to come onto the premises again.

Yours sincerely,

UNBAN LETTER 1

Annex G Recorded **Delivery**

Dear Sir/Madam,

I wrote to you on (give date) informing you that I had withdrawn permission for you to come onto the premises of Wootton Park School until further notice. In that letter I also advised you that I would take steps to review this decision on (give date).

I have now completed the review. After consultation with the Principal, I have decided that it is now appropriate to change that decision and I am therefore restoring to you the permission to come onto the school premises, with immediate effect.

I trust that you can now be relied upon to act in full co-operation with the School and that there will be no further difficulties of the kind that made it necessary for me to prevent you entering the premises. I should, point out that if there is any repetition of your behaviour, I shall not hesitate to withdraw permission for you to come onto the premises again.

Yours sincerely,

Depending on who signed original banning letter.
UNBAN LETTER 2