



ASPIRE ACADEMY

MANAGING AGGRESSIVE/ UNACCEPTABLE BEHAVIOUR from PARENTS/CARERS and VISITORS

POLICY AND PROCEDURES

POLICY FIRST ADOPTED AND RATIFIED BY THE TRUST	July 2014
POLICY REVIEWED / REVISED	November 2015
POLICY TO BE REVIEWED ANNUALLY OR AS REQUIRED	

Signature: *Val Jones*

Date: 2nd November 2015

Name: Val Jones

CHAIR OF GOVERNORS

MANAGING AGGRESSIVE/UNACCEPTABLE BEHAVIOUR FROM PARENTS/CARERS AND VISITORS POLICY

Statement of intent

Aspire Academy encourages close links with parents/carers and the community. We believe that pupils benefit when the relationship between home and academy is a positive one.

The vast majority of parents, carers and others visiting our academy are keen to work with us and are supportive of the academy. 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 academy staff.

Our academy 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/carers and other visitors to behave in a reasonable way towards academy staff. This policy outlines the steps that will be taken where behavior is unacceptable.

Behaviour

Types of behavior 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, eg standing very close to her/him
- The use of aggressive hand gestures
- Threatening academy staff
- Shaking or holding a fist towards another person
- Swearing at a member of academy staff
- Pushing
- Hitting, eg slapping, punching and kicking
- Spitting
- Racist or sexist comments
- Breaking the academy's security procedures

Unacceptable behavior may result in Aspire Academy's Governing Body and the Police being informed of the incident.

Procedure

When a parent/carer or member of the public behaves in an unacceptable way towards a member of the academy staff the Principal or appropriate senior staff will seek to resolve the situation through discussion and mediation. If necessary, the academy's complaints procedure should be followed. Where all procedures, including verbal and written warnings, have been exhausted, and aggression or intimidation continue, or where there is an extreme act of violence, a parent/carer may be banned by the Principal from the school premises, wholly or in part, for a period of time, subject to review.

Prior to being banned the following steps will be taken:

- (1) The parent/carer or member of the public will be informed, in writing, that s/he is banned (whole or in part) from the premises, subject to review, and what will happen if the ban is breached, eg 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 Aspire Academy's Governing Body and the Police will be included.
- (3) Where appropriate, arrangements for pupils being delivered to, and collected from the school gate will be clarified.
- (4) The parent/carer will be informed of the method of communication with the academy during the period of the ban.

CONCLUSION

Aspire Academy Trust will take action where behaviour is unacceptable or serious and breaches our home-school code of conduct or health and safety legislation.

In implementing this policy, the academy will, as appropriate, seek guidance from its Health & Safety and Legal Advisors, to ensure fairness and consistency.