



## **MANAGING VIOLENT AND ABUSIVE BEHAVIOUR POLICY**

MARCH 2019

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## STATEMENT OF PRINCIPLES

The Governors of Pond Park Primary School encourage close links with parents and the community. We believe pupils benefit when the relationship between home and school is a positive one.

The vast majority of parents, carers, and others visiting our school, work with us in a positive way and are supportive of school. However, on rare occasions, when a negative attitude towards school is expressed, this can result in aggression, verbal and/or physical abuse, towards members of school staff or the wider school community.

The Governors expect and require members of staff to behave professionally in these difficult situations and attempt to defuse the situation where possible, seeking the involvement, as appropriate, of other colleagues. All members of staff have the right to work without fear of violence and abuse and the right, in an extreme case, of appropriate self-defence.

***In the event of Staff being subjected to inappropriate language or abusive behaviour the Governors encourage them to end the telephone call or meeting, immediately. Teaching staff also have the right to include a member of the Senior Leadership Team during interviews/meetings with parents.***

We expect parents and other visitors to behave in a reasonable way towards members of school staff. This policy outlines the steps which will be taken when behaviour is unacceptable.

Types of behaviour which are considered serious and unacceptable and which will not be tolerated are as follows:

- Shouting at members of school staff, either in person or over the telephone;
- Physically intimidating a member of staff (eg standing very close to them);
- The use of aggressive hand gestures;
- Threatening behaviour;
- Shaking or holding a fist towards another person;
- Swearing;
- Pushing;
- Hitting (eg slapping, punching and kicking);
- Spitting;
- Breaching the school's security procedures.

This is not an exhaustive list; it seeks to provide illustrations of such behaviour.

Unacceptable behaviour may also result in the police being informed of the incident.

## Procedure to be followed

Pond Park Primary School operates an 'Open Door' policy. This affords parents/carers and staff the opportunity to have a brief, respectful chat at the beginning or the end of the school day about minor issues which impact upon the child's learning and contentment at school. If the situation requires more than a brief chat the teacher will arrange to phone you later in the day, if possible. If a meeting is required, contact will be made to arrange a time that is suitable for all. If a parent/carer behaves in an unacceptable way towards a member of the school community, the Principal will seek to resolve the situation through discussion and mediation. If appropriate, the school's complaints procedures should be followed.

Where all relevant procedures 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/Chair of Governors from school premises for a defined period of time.

In imposing a ban, the following steps will be taken:

1. The parent/carer will be informed, in writing, that they are banned from the school's premises, subject to review, and the procedure if the ban is breached, eg police involvement or an injunction application may follow.
2. Where an assault has led to a ban, a statement indicating the matter will be reported to the Education Authority and the police will be advised.
3. Where appropriate, arrangements for pupils being delivered to and collected from the school gates will be clarified.

**Conclusion**

The Governors may take action where behaviour is unacceptable, or there are serious breaches of a home-school code of conduct, or health and safety legislation. In implementing this policy, the school will, as appropriate, seek advice from the Education Authority's Health and Safety, and Legal Departments to ensure fairness and consistency. The policy will be reviewed annually.

Signed .....

Chair of Governors

Date .....



## **Welcome to Pond Park Primary School**

### **NOTICE TO ALL PARENTS, VISITORS AND CHILDREN**

**On school premises we expect appropriate language and behaviour at all times.**

**If anyone is found to be using inappropriate language or displaying aggression they will be asked to leave the premises.**