



# Managing Inappropriate, Rude, Offensive and Aggressive Behaviour from Parents and Visitors

Summer Term 2024

## Purpose

The Governing Body of Elloughton Primary School values close links with parents and the wider community. We believe that pupils benefit from a positive relationship between home and school.

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 inappropriate rudeness, aggression, verbal and/or physical abuse towards members of school staff or the wider school community. The Governing Body expects and requires its members of staff to behave professionally in these difficult situations and attempt to defuse the situation where possible, seeking the support of other colleagues when appropriate. However, all members of staff have the right to work without fear of violence and abusive behaviour, and the right, in an extreme case, of appropriate self defence.

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

Types of behaviour that are considered unacceptable and/or serious will not be tolerated include:-

- Shouting at members of the school staff, either in person or over the telephone;
- Physically intimidating a member of staff, e.g. standing very close to him/her, raising voice, aggressive tone;
- The use of aggressive hand gestures;
- Threatening behaviour;
- Offensive or abusive comments made online;
- Undermining staff and school expectations, authority and [home-school agreement](#);
- Disrespectful and rude attitude/behaviour towards staff;
- Whilst in formal and informal meetings, inappropriate comments about the school and staff in front of pupils;
- Physical Aggression.

This is not an exhaustive list but provides examples of inappropriate behaviour.

## Procedure to be followed

Parents will be reminded annually of the contents of the home-school agreement. (Appendix 1). The home-school agreement explains:-

- The school's aims and values
- The school's responsibilities towards its pupils
- The responsibility of each pupil's parent
- What the school expects of its pupils.



## Elloughton Primary School: Policies, Procedures, Codes & Guidance

Serious breaches of the agreement will be dealt with as follows:-

If a parent/carer behaves in an unacceptable way towards a member of the school community, the Headteacher or appropriate senior staff will seek to resolve the situation through discussion and mediation. If necessary, the school's complaint procedures should be followed. Where all procedures have been exhausted, and inappropriate behaviour continues, or where there is an extreme act of inappropriate behaviour, a parent or carer may be banned by the Headteacher from the school premises for a period of time, subject to review and the police may be involved. In imposing a ban the following steps will be taken:-

1. The parent/carer 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. police involvement.
2. Where an assault has led to a ban, a statement indicating that the matter has been reported to the Local Authority and the police.
3. The Chair of Governors / Local Authority will be informed of the ban.
4. Where appropriate, arrangements for pupils being delivered to, and collected from, the school gate will be clarified.

### Conclusion

The Local Authority itself may take action where behaviour is unacceptable or there are serious breaches of our home-school agreement or health and safety legislation. In implementing this policy, the school will, as appropriate, seek advice from the Local Authority's education, health and safety and legal departments, to ensure fairness and consistency.

### Adoption, Approval, Sign Off

Signed	Mrs Fulstow
On behalf of	FGB/Committee
Date	Summer Term 2024

### Document Control

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