

ASHFIELD PARK PRIMARY SCHOOL

Policy on Aggressive, Abusive, or Intimidating Behaviour Towards Staff and Visitors

Approved By:	Full Governing Body (FGB)
Approval Date:	November 2022
Next Review Due By:	November 2026

Note on Scope: Throughout this document, the term 'staff' applies to all school employees, governors, volunteers, contractors, and employees of external organisations authorized by the school to work on its behalf. This policy extends to in-person interactions, telephone calls, written communications, and online/social media engagements.

A. Introduction & Community Commitments

A1. Ashfield Park Primary School actively encourages positive, collaborative relationships with parents, carers, and members of the wider community. We firmly believe that children's educational success, well-being, and personal development flourish when home and school work together in mutual respect and partnership.

A2. To foster these links, parents and carers are welcomed to participate in various school events throughout the academic year, including class assemblies, workshops, celebrations, and consultations.

A3. We maintain accessible daily communication channels to ensure concerns are addressed early:

- **Morning Duty:** The Headteacher/Site Manager and senior staff are available on the school grounds each morning to greet families and handle brief queries.
- **Afternoon Dismissal:** Class teachers are accessible at the end of the day to discuss routine matters regarding pupil progress or welfare.
- **Digital Channels:** Parents may contact the school via official email or school communications platforms.

A4. The vast majority of daily concerns are resolved quickly and informally through these channels. Where matters require deeper discussion, formal appointments will be scheduled with relevant staff, senior leaders, or local authority advisors as appropriate.

A5. For complex or unresolved matters, parents are invited to follow the formal stages of the school's Complaints Policy, which is accessible on the school website or upon request from the school office.

A6. While open and constructive dialogue is always encouraged, this policy establishes clear expectations and standards of conduct for those rare instances where individuals exhibit aggressive, abusive, or unacceptable behaviour towards staff or other visitors.

B. Statement of Intent & Rights

B1. The school community is built on mutual respect. Almost all visitors conduct themselves with courtesy and co-operate constructively with school staff.

B2. However, staff and visitors must never be subjected to verbal abuse, harassment, physical threats, intimidation, or violence. The school maintains a zero-tolerance stance towards any behavior that compromises the safety, dignity, or well-being of staff, pupils, or parents.

B3. School staff are trained to remain calm, professional, and de-escalate high-emotion situations where safe to do so. However, staff are fully supported in ending conversations, requesting individuals to leave the premises, or taking lawful self-defence measures if threats or violence occur.

B4. Every parent, carer, and visitor has the right to visit the school environment without fear of intimidation, harassment, or aggression from others.

C. Unacceptable & Intolerable Behaviours

The following list provides examples of conduct that the school regards as strictly unacceptable. This list is illustrative and not exhaustive:

- **Verbal Intimidation & Shouting:** Shouting, raising voices aggressively, or using offensive language towards staff or visitors, whether in person, via telephone, or in video meetings.
- **Physical Intimidation & Gestures:** Standing excessively close, invading personal space, blocking pathways, shaking fists, or using aggressive body language/gestures.
- **Physical Aggression & Assault:** Pushing, shoving, hitting, slapping, kicking, grabbing, spitting, or throwing objects.
- **Threats & Harassment:** Issuing verbal or written threats against staff, pupils, or other parents, or engaging in repeated targeted harassment.
- **Discriminatory Abuse:** Racist, sexist, homophobic, biphobic, transphobic, disablist, or religious abuse, or insulting remarks regarding personal appearance or private life.
- **Digital & Online Misconduct:** Publishing abusive, defamatory, harassing, or derogatory comments about the school, staff, governors, or other parents on social media, messaging groups, or public websites.
- **Breaching School Security:** Bypassing reception procedures, entering restricted school areas or classrooms without permission or escort, or refusing to adhere to sign-in protocols.

Reporting & Legal Referral: All incidents of serious unacceptable behaviour will be documented and formally reported to Herefordshire Local Authority. Where violence, threats, harassment, or unlawful entry occur, the matter will be referred immediately to West Mercia Police.

D. Incident Response & Escalation Procedures

D1. Initial Assessment & Reporting: Any member of staff involved in or witnessing an incident must report it to the Headteacher or a Designated Senior Leader as soon as possible. An official Incident Reporting Form (Appendix 1) must be completed to record accurate details.

D2. Informal Resolution & Warning: For minor or first-time incidents driven by frustration, the Headteacher may invite the individual to a formal meeting or write a letter to discuss the underlying issue, outline acceptable boundaries, and issue an official verbal or written warning.

D3. Formal Premises Ban Procedure: In cases of persistent aggression, severe verbal abuse, digital harassment, or any physical violence, the Headteacher reserves the right to issue an immediate ban prohibiting the individual from entering school grounds. When a ban is imposed:

1. Written Notice: The individual receives formal written notification outlining the reason for the ban, its duration, review date, and conditions.
2. Police & LA Notification: The Chair of Governors, Herefordshire LA, and West Mercia Police (if applicable) are formally notified.
3. Arrangements for Pupil Collection: Clear instructions are provided regarding how the individual's child(ren) will be safely escorted to and from the school gate. The education and welfare of the child remain unhindered.
4. Right of Appeal: The individual is provided with a mechanism to submit written representations to the Chair of Governors regarding the ban.

E. Policy Conclusion

Positive relationships between parents and school staff are vital for pupil success. While the school works tirelessly to maintain open communication, safety and workplace standards will not be compromised. Unacceptable behaviour will result in robust action, including legal remedies under Section 547 of the Education Act 1996 or civil injunctions where necessary.

Appendix 1: Aggressive or Abusive Behaviour Incident Form

This form must be completed by the staff member involved or a senior leader immediately following any incident involving aggressive, abusive, or unacceptable behaviour.

Date & Time of Incident:	
Name of Parent / Visitor:	
Target of Behaviour:	☐ Staff Member ☐ Parent / Visitor ☐ Pupil ☐ Volunteer / Contractor
Incident Location / Channel:	☐ School Reception ☐ Playground / Gate ☐ Phone Call ☐ Email / Digital ☐ Other: _____
Nature of Behaviour:	☐ Verbal Abuse / Shouting ☐ Intimidation / Gestures ☐ Threatening Language ☐ Physical Contact / Assault ☐ Discriminatory Comment (Racist/Sexist/etc.) ☐ Online / Social Media Harassment ☐ Security Breach / Trespass ☐ Refusal to Co-operate
Detailed Description of Event: (Include exact statements made, witnesses present, and actions taken to de-escalate)	
Action Taken by Leadership: (e.g., Warning Letter, Formal Ban, Police Report, LA Notification)	
Signatures & Review:	Staff Member Signature: _____ Date: _____ Headteacher Signature: _____ Date: _____