

# POLICY

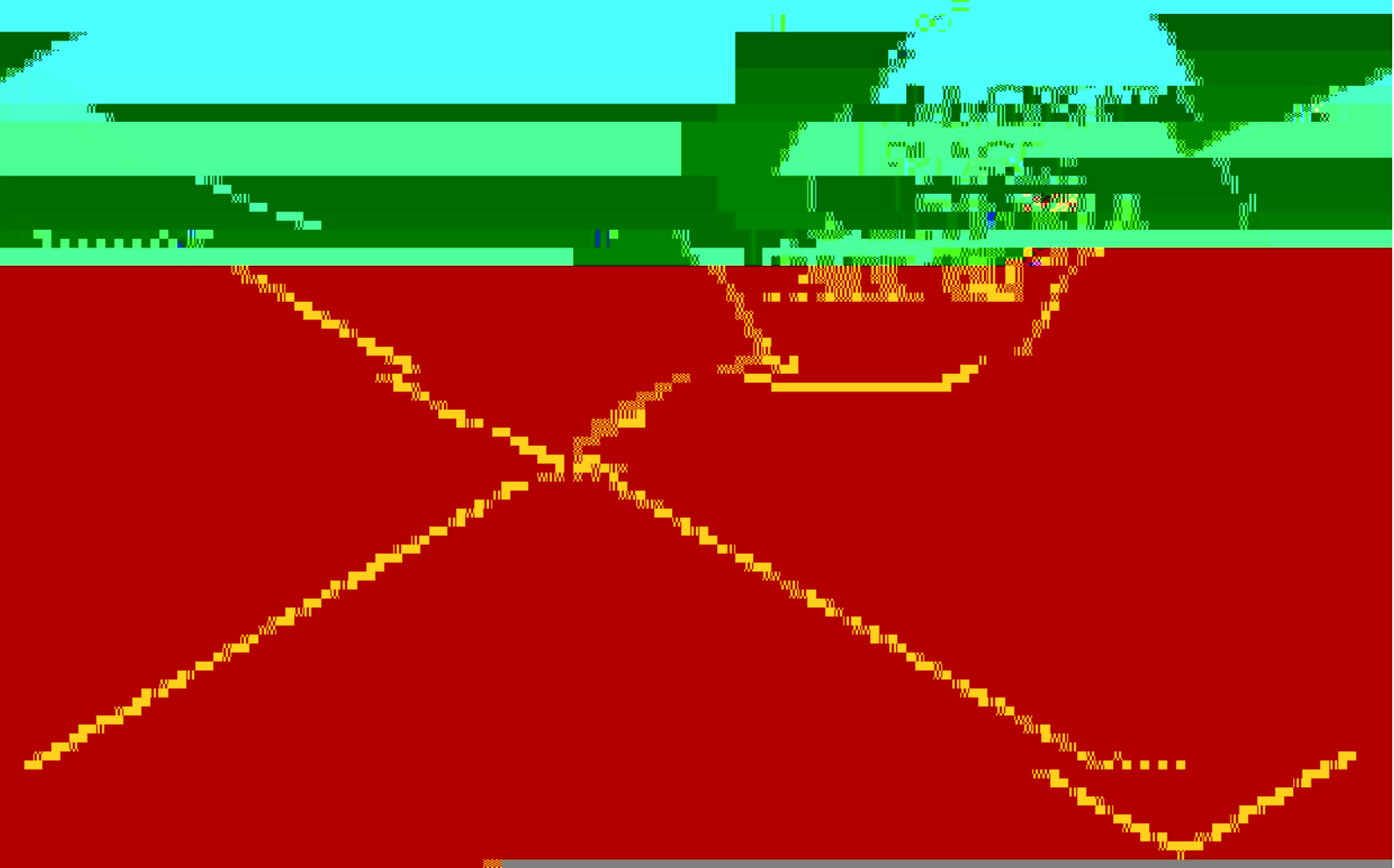
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Link: Mr I Kirkham



## STATEMENT OF INTENT – THREATENING, ABUSIVE & AGGRESSIVE VISITORS & PARENTS POLICY

The Walsley Donkey Trust encourages all its schools to have close links with parents and the community. We believe that pupils benefit when the relationship between home and school is a positive one. The vast majority of parents, carers and others visiting a school are keen to work with us and are supportive of the school.

However, a tiny minority of parents have a negative attitude towards the school and sometimes, this can result in aggression, verbal and/or physical abuse towards school staff.

When "parent" is referred to in this policy, that also includes carers, relatives, visitors or anyone associated with the School.

When a negative relationship develops, it can be difficult to deal with. We use our strategies and our network of staff who attend the Academy to ensure that we can deal with any situation that arises. We will work with the parent and not as a condition.

Parents are expected to be respectful and to follow the rules of the school.

The school expects its staff to behave professionally in difficult situations and to attempt to defuse the situation. It is not acceptable for staff to be intimidated or threatened. If a staff member is threatened or intimidated, they should report this to the Headteacher. In such circumstances, staff have the right, in extreme cases, of using appropriate self-defence.

The school expects parents and other visitors to behave in a reasonable and professional way towards school staff.

This policy will be reviewed and updated as necessary, but not more frequently than every 3 years by the Trustees. The policy will be promoted and implemented within each academy.

### 1. PARENTAL RESPONSIBILITY

#### 1.1.

behaviours are considered serious and unacceptable and will not be tolerated. This is not an exhaustive list but seeks to provide illustrations of unacceptable behaviour.

- 1.1.1. Swearing at a member of staff.
- 1.1.2. Physically intimidating a member of staff e.g. standing very close to him/her.
- 1.1.3. The use of aggressive hand gestures e.g. two fingers raised.
- 1.1.4. Intimidating or threatening a member of staff in school, on the way to school or making inappropriate comments to school staff either in school, over the phone or in writing.
- 1.1.5. Shaking or holding a fist towards another person.
- 1.1.6. Writing abusive or threatening comments on a member of staff's person or property.
- 1.1.7. Swearing at a member of school staff.
- 1.1.8. Pushing.

