

St. James CE Primary School



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Policy on dealing with aggressive visitors

Flourish
Respect Courage
Friendship Develop
StrongGrowth
Community StJames' Strive
God Trust Kindness
Freedom Unique Perseverance
DeepRoots Positivity
WholeChild
Responsibility

St James' CE Primary School is committed to the safeguarding of our pupils and staff.

Statement of Vision and Values

In consultation with pupils, parents, governors, community members and staff our vision and values were generated based on our inspiration from the Parable of the Sower and how this links to our children and their journey with us.

Our School Vision:

Within our community we strive to develop deep **roots**, strong **growth** and freedom to **flourish** as a unique and whole child of God.

Matthew 13 - The Parable of the Sower – ‘... but the seed falling on good soil refers to someone who hears the word and understands it.produces a crop, yielding a hundred, sixty or thirty times what was sown.’



Values

We decided at St James CE Primary School that **Kindness and Respect** are values which we feel underpin our vision and are incorporated in all we do and say – so therefore these two values will be taught alongside all the other six values we have chosen.

½ termly focus	Value
Autumn 1	Responsibility
Autumn 2	Friendship
Spring 1	Perseverance
Spring 2	Trust
Summer 1	Courage
Summer 2	Positivity

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POLICY ON DEALING WITH AGGRESSIVE VISITORS

St James CE Primary School

This policy has been written taking into account the DfE Guidance 'Controlling access to school premises' November 2018 as well as NAHT guidance on dealing with abusive parents.

STATEMENT OF PRINCIPLES

The governing body of St James' CE primary school encourages close links with parents and the community. It believes pupils benefit when the relationship between home and school is a positive one.

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 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 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.

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

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

- 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 them)
- The use of aggressive hand gestures
- Threatening behaviour
- Shaking or holding a fist towards another person
- Swearing
- Pushing
- Hitting (e.g. slapping, punching and kicking)
- Spitting
- Allegations which turn out to be vexatious or malicious
- Breaching the school's security procedures.

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

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

Procedure to be followed

If a parent/carer behaves unacceptably towards a member of the school community, the Head of School/ Executive Headteacher will seek to resolve the situation through discussion and mediation. If it's 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 Head of School/ Executive Headteacher from the school's premises for a defined period.

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

1. The parent/carer will be informed, in writing (please see appendices for structure and model letters), that they are banned from the school's premises, subject to review, and what will happen if the ban is breached e.g. police involvement or an injunction application may follow
2. Where an assault has led to a ban, a statement indicating the matter has been reported to the employing body, and the police will be included
3. The chair of governors will be informed of the ban
4. Where appropriate, arrangements for pupils being delivered to and collected from the school gates will be clarified.

Conclusion

The employing body 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 employing body's education, health and safety and legal departments to ensure fairness and consistency. The policy will be reviewed annually.

Reviewed November 2024

Next Review: November 2026

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Appendices

Warning

Model letter 1: This is an initial letter from the Head of School/ Executive Headteacher to ensure the parent is clear about behaviour standards expected by the school. This letter contains a warning about further action if there are other incidents. The letter invites a written response and suggests a meeting.

Imposing conditions on the parent's attendance at school events

Model letter 2: This is a letter from the Head of School/ Executive Headteacher informing parents of the school's decision to impose conditions on the parent's attendance at school events, pending review by the Chair of Governors

Model letter 3: Letter from the Chair of Governors informing parent of her decision to confirm or remove the conditions

Imposing a ban

Model letter 4: Letter from Head of School/ Executive Headteacher informing parents of the school's intention to impose a ban on their attendance at school premises, pending review by the Chair of Governors

Model letter 5: Letter from the Chair of Governors informing parent of her decision to confirm or remove ban

Reviewing the decision to impose conditions or impose a ban

Model Letter 6: Letter from clerk to the Governing Body requesting statement from parents to the Governing Body for review of decision.

Model letter 7: Letter from clerk to the Governing Body to confirm the outcome of further reviews of decisions where the imposition of conditions/ban has been extended or removed.

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Model Letter 1 Warning (sent by Head of School/ Executive Headteacher)

Recorded delivery

Dear

I have received a report about your conduct at the school on (enter date and time or details). This appears to fall far short of what we would expect of a parent of a student at St James CE Primary School.

(Add factual summary of the incident and of its effect on staff, pupils, and other parents.)

I must inform you that the governing body will not tolerate aggression towards members of the school community and will act to protect its staff and students from any form of abuse or intimidation. I should warn you that any future conduct of this nature could result in the school imposing conditions restricting your access to the school or banning you from contacting or attending the school altogether.

I wish to give you an opportunity to give me in writing any comments or observations of your own in relation to the report which I have received about your conduct. Please do so within 10 working days of the date of this letter. These comments may include any assurances you are prepared to give about your future good conduct. There is then an option for us to meet to discuss the situation and how it can be avoided in the future.

Details of our policy on dealing with abusive parents can be found on our website.

Yours sincerely

Head of School/ Executive Headteacher

cc: Chair of Governors

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Model Letter: 2 Imposing conditions on the parent's attendance at school events, pending review (sent by Head of School/ Executive Headteacher)

Recorded delivery

Dear

I have received a report from the (name of staff) about your conduct on at

(add summary of incident and its effect on staff and pupils)

(You will recollect that I have already written to you about a previous incident on (date) warning you of the consequence of any further insulting or aggressive behaviour on your part)

I must inform you that the governing body, in line with our policy, will not tolerate conduct of this nature on the school premises and will act to defend school staff and pupils.

I am therefore writing to inform you that I am imposing conditions on the contact you may have with school. These are as follows: (delete as appropriate)

- You must be accompanied to any meeting with a member of school staff
- You may not contact by telephone or in writing any member of staff. You may contact either myself or (deputy headteacher).
- You may not attend any events for parents except those where you will be accompanied by a member of the senior leadership of the school.
- Other as are reasonable and proportionate

The restrictions above are provisional until they have been reviewed by the governing body. Please consider them to be in force until you receive her confirmation.

The Chair of Governors, Nick Turner will need to decide whether it is appropriate to confirm or overturn this decision. You may, if you wish, send him in writing any comments or observations of your own within 10 working days of the date of this letter. These comments may be to challenge or explain the facts of the incident, to express regret and give assurances about your future good conduct. She will then write to you with the outcome of her decision.

If on receipt of your comments, the Chair of Governors considers that my decision should be confirmed, you will be supplied with details of how the conditions will be reviewed by the governing body.

Yours sincerely

Head of School/ Executive Headteacher

cc: Chair of Governors

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Model Letter 3: Letter to confirm or overturn Head of School/ Executive Headteacher decision to impose conditions (sent by the Chair of Governors)

Recorded delivery

Dear

..... wrote to you on (date) to detail concerns about an incident when your behaviour towards (name) fell short of what we would expect as a school. You will be aware that she has written to you previously about your behaviour towards staff.

I have not received a written response from you/I have received a letter from you dated, the contents of which I have considered carefully.

In the circumstances, and after further consideration of the Headteacher's report and your letter, I have determined that the decision to impose conditions on your contact with school should be confirmed. The conditions are as follows:

(Copy conditions from Head of School/ Executive Headteacher 's letter)

This decision will be reviewed by the governing body in approximately six months' time. The Clerk to the governing body will write to you in advance of the meeting to ask you to provide a written statement for their consideration. When deciding whether it will be necessary to extend the application of conditions to attend school premises, consideration will be given to the extent of your compliance with the decision, any appropriate expressions of regret and assurance of future good conduct received from you; and any evidence of your co-operation with the school in other respects.

OR

In the circumstances, and after further consideration of the Head of School/ Executive Headteacher's report and your letter, I have determined that the decision to impose conditions on you should be overturned. You may hence attend school events as normal. However, should there be a repeat of inappropriate behaviour towards staff all of the above sanctions may be applied.

Yours sincerely

Chair of Governors

cc: Head of School/ Executive Headteacher

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Model Letter 4: Imposition of a ban on contacting or attending the school, pending review (sent by Head of School/ Executive Headteacher)

Recorded delivery

Dear

I have received a report from the (name of staff) about your conduct on at

(add summary of incident and its effect on staff and pupils)

You will recollect that I have already written to you about a previous incident on (date) warning you of the consequence of any further insulting or aggressive behaviour on your part.

I must inform you that the governing body, in line with our policy, will not tolerate conduct of this nature on the school premises and will act to defend school staff and pupils.

I am therefore writing to inform you that I am recommending imposing a ban on you attending or contacting the school. This means you may not attend school for any reason whatsoever. You must not make contact with any member of staff by telephone or e-mail. You do, however, have the right to attend one meeting per year to discuss your child's progress. This meeting will be with me. I will contact you to arrange this at the time of the next Learning Review Day.

The restrictions above are provisional until they have been reviewed by the Chair of Governors. Please consider them to be in force until you receive her confirmation.

The Chair of Governors, Nick Turner, will need to decide whether it is appropriate to confirm or overturn this decision. Please send him, in writing, any comments or observations of your own within 10 working days of the date of this letter. These comments may be to challenge or explain the facts of the incident, to express regret and give assurances about your future good conduct.

If on receipt of your comments, the Chair of Governors considers that my decision should be confirmed, you will be supplied with details of how this ban will be reviewed by the governing body.

Yours sincerely

Head of School/ Executive Headteacher

cc: Chair of Governors

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Model Letter 5: Letter to confirm or overturn Headteacher's decision to impose a ban
(sent by Chair of Governors)

Recorded delivery

Dear

The Head of School (Lisa Everard)/ Executive Headteacher (Michelle Sheehan) ,
wrote to you on (date) to detail concerns about an incident when your behaviour
towards (name) fell far short of what we would expect as a school. You will be
aware that she has written to you previously about your behaviour towards staff.

I have not received a written response from you/I have received a letter from you
dated, the contents of which I have considered carefully.

In the circumstances, and after further consideration of the Head of School/
Executive Headteacher's report and your letter, I have determined that the decision
to impose a ban on you should be confirmed. This means you may not attend
school for any reason whatsoever. You must not make contact with any member of
staff by telephone or e-mail. You do, however, have the right to attend one meeting
per year to discuss your child's progress. This meeting will be with Mrs Sheehan or
a member of the senior team.

This decision will be reviewed in six months' time by the governing body. The Clerk
to the governors will write to you in advance of the meeting of the governing body to
ask you to provide a written statement for their consideration. When deciding
whether it will be necessary to extend the application of conditions to attend school
premises, consideration will be given to the extent of your compliance with the
decision, any appropriate expressions of regret and assurance of future good
conduct received from you and any evidence of your cooperation with the school in
other respects.

OR

In the circumstances, and after further consideration of the Head of School/
Executive Headteacher's report and your letter, I have determined that the decision
to impose a ban should be overturned. You may hence attend school events as
normal. However, should there be a repeat of inappropriate behaviour towards staff
all of the above sanctions may be applied.

Yours sincerely

Chair of Governors

cc: Head of School/ Executive Headteacher

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Model Letter 6: Letter from clerk to the governors requesting parents' statement for review by the governing body)

Recorded delivery

Dear

The Head of School (Lisa Everard)/ Executive Headteacher (Michelle Sheehan) , wrote to you on (date) to detail concerns about your behaviour towards school staff/students fell short of what we would expect as a school. As a result of this incident, conditions were imposed on you/a ban was imposed.

This decision will be reviewed by the governing body at their next meeting on (date).

I am writing to ask whether you would like to make a written statement to the governing body for their consideration in making the decision whether to remove the restriction or extend it.

If you should wish to make a written statement, please can you e-mail it to me at (address) by (date – parents should be given 10 days to respond).

Yours sincerely

Clerk to the Governing Body

cc: The Head of School /Executive Headteacher.

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Model Letter 7: Letter detailing outcome of the governing body review (sent by the Clerk to Governors)

Dear

I wrote to you on (date) to request a statement to enable the governors to review the school's decision to impose conditions/ban you from attending school premises.

I have not received a written response from you/I have received a letter from you dated, the contents of which were considered carefully by the governing body at their meeting on (date).

In the circumstances, and after further consideration of the Headteacher's report (and your letter), the governing body have determined that the decision to impose conditions/ban you from attending or contacting school attend should be confirmed. The conditions of your attendance on site are as follows:

- You must be accompanied to any meeting with a member of school staff
- You may not contact by telephone or in writing any member of staff. You may contact either The Head of School (Lisa Everard)/ Executive Headteacher (Michelle Sheehan).
- You may not attend any events for parents except those where you will be accompanied by a member of the senior leadership of the school.
- Any other condition imposed

OR

- You must not attend any event in school except for an annual meeting about your child's progress. This meeting will be conducted by The Head of School (Lisa Everard)/ Executive Headteacher (Michelle Sheehan) ,
- You may not contact by telephone or in writing any member of staff.

This decision will be reviewed again in six months' time. When deciding whether it will be necessary to extend the application of conditions to attend school premises, consideration will be given to the extent of your compliance with the decision, any appropriate expressions of regret and assurance of future good conduct received from you; and any evidence of your cooperation with the school in other respects.

OR

In the circumstances, and after further consideration of the Head of School /Executive Headteacher's report and your letter, the Governing Body have determined that you should once again be allowed to attend parents' events as usual. All conditions have been removed. However, should there be a repeat of inappropriate behaviour towards staff this decision may be revoked.

Yours sincerely

Clerk to the Governing Body

cc: The Head of School Executive Headteacher.