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To become honest, active citizens and lifelong learners in a global society.

## **Policy on managing aggressive behaviour from Parents and Visitors to our school**

### **Statement of intent**

Milton Keynes Council encourages 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 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 school staff. Our school expects and requires its staff to behave professionally in these difficult situations and attempt to defuse the situation where possible, seeking the involvement as appropriate of other colleagues. However, all 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 school staff. This policy outlines the steps that will be taken where behaviour is unacceptable.

### **Behaviour**

Types of behaviour that are considered serious and unacceptable and will not be tolerated:  
This is not an exhaustive list but seeks to provide illustrations of such behaviour:

- Shouting at school staff, either in person or over the telephone
- Physically intimidating a member of staff, eg standing very close to her/him
- The use of aggressive hand gestures
- Threatening school staff
- Shaking or holding a fist towards another person
- Swearing at a member of school staff
- Pushing
- Hitting, eg slapping, punching and kicking
- Spitting
- Racist or sexist comments
- Breaking the school's security procedures

Unacceptable behaviour will result in Milton Keynes Council and the Police being informed of the incident.

### **Procedure**

When a parent or member of the public behaves in an unacceptable way towards a member of the school staff the headteacher or appropriate senior staff will seek to resolve the situation through discussion and mediation. If necessary, the school's complaints procedure should be followed. Where all procedures have been exhausted, and aggression or intimidation continue, or where there is an extreme act of violence, a parent or carer may be banned by the headteacher from the school premises for a period of time, subject to review.

Prior to being banned the following steps will be taken:

1. The parent/carer will be informed, in writing, that s/he is banned from the premises, subject to review, and what will happen if the ban is breached, eg that an injunction application may follow.
2. Where an assault has led to a ban, a statement indicating that the matter has been reported to Milton Keynes Council 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 gate will be clarified.

### **Conclusion**

Milton Keynes Council will take action where behaviour is unacceptable or serious and breaches our home-school code of conduct or health and safety legislation.

In implementing this policy, the The Willows School will, as appropriate, seek advice from the Council's Education, Health and Safety and Legal Departments, to ensure fairness and consistency