



Managing Aggressive Behaviour by Parents and Visitors Policy

Approved by Governing Body on:	9 July 2025
Date of next review:	July 2028
Review cycle	Triennial
Policy owner:	Headteacher
Location of policy	School website
Policy control record updated by Clerk to Governors	y/n?
Date of last amendments	July 2025

Statement of principles

All Saints Infants School (ASIS) encourages close links with parents and the community. It believes 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 members of school staff or the wider school community, including volunteers and governors.

ASIS 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. However, 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/carers and other visitors to behave in a reasonable way towards members of our 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 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
- the use of aggressive gestures
- threatening behaviour
- racist, sexist, homophobic or transphobic comments
- insults or swearing
- damage to personal property
- hitting, e.g. pushing, slapping, punching, and kicking
- spitting
- breaching the school's security procedures
- persistent and aggressive and threatening phone calls or emails
- aggressive or threatening behaviour towards staff or their families via social media.

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

Unacceptable behaviour may result in the police being informed of the incident.

Procedure

If a parent/carers or visitor behaves in an unacceptable way towards a member of the school community, the Headteacher or appropriate senior staff member will usually seek to resolve the situation through discussion and mediation. If necessary, the Concerns and Complaints Policy will be followed.

Schools can ban someone from school premises if they feel that that person's aggressive, abusive or insulting behaviour or language is a risk to staff or pupils i.e., it is enough for a member of staff or a pupil to feel threatened.

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

- The parent/carer or visitor will be informed, in writing from the Headteacher, that any further unacceptable behaviour (examples to be given) may lead to a ban from school premises for a set period.
- If the negative behaviour continues, the parent/carer or visitor will be informed, in writing, that she/he has been banned from school premises for a set period. Letters should usually be signed by the Headteacher, though in some cases the Governing Body may wish to write instead. The individual may appeal the decision by contacting the school's Governance Professional at tamar.phillips@judicium.com within five working days of receiving the ban letter, setting out full reasons for why the ban is disagreed with. In serious cases, the Headteacher may not issue a warning letter in advance of issuing the ban.
- The Governing Body will consider the appeal within ten working days. The Governing Body may recommend the Headteacher withdraw the ban or may recommend for it to continue for the remainder of the set period.

Other notes

- The Headteacher will review the decision towards the end of the set period.
- Where an assault or other serious incident has led to a ban, a statement indicating that the matter has been reported to the police will be included.
- Where appropriate, arrangements for pupils being delivered to, and collected from, the school gate will be clarified.

Removing individuals from school premises

Section 547 of the Education Act 1996 makes it a criminal offence for a person who is on school premises without legal permission to cause or permit a nuisance or disturbance. Trespassing itself does not constitute a criminal offence.

To have committed a criminal offence, an abusive individual must have been barred from the premises or have exceeded their 'implied licence', then also have caused a nuisance or disturbance.

If a school has reasonable grounds to suspect that someone has committed a criminal offence, then they can be removed from the school by a police officer or a person authorised by the appropriate authority such as the Governing Body or Local Authority.

Monitoring and Review

All situations which may or do lead to a ban from the school site will be reported by the Headteacher to the Governing Body. The Governing Body will monitor the school's use of banning from the school site over the course of each year.

This policy will be reviewed by the Governing Body on a triennial basis.

Links to other policies

Concerns and Complaints Policy

Policy for managing serial and unreasonable complaints