



POLICY

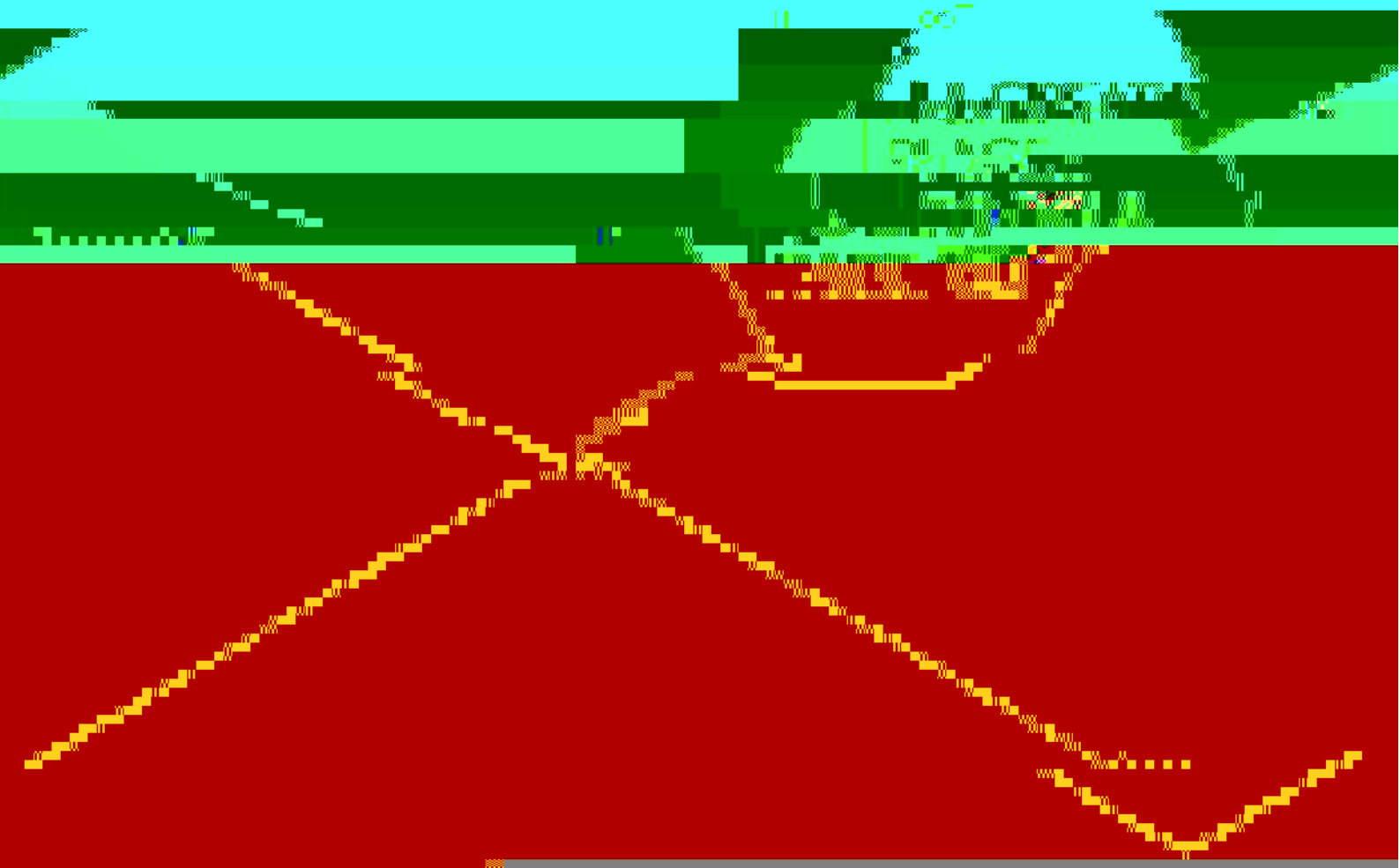
Policy Number: 70

Version Number: 07

Ratified by Trustees: 24th April 2023

Next Review Date: 24th April 2025

Link: Mr I Kirkham



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

The Walsley Denon 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 any negative incidents or behaviour are reported, we will refer to the relevant person as a visitor, whether they are a parent, carer, relative, friend or other person associated with the school and not necessarily a parent.

It is the responsibility of the school to ensure that all visitors are treated with respect and dignity.

The school expects its staff to behave professionally in difficult situations and to attempt to defuse the situation, where acceptable, seeking the involvement and cooperation of other staff, including all staff, in the right to 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 no more frequently than every 3 years by the Trustees. The policy will be promoted and implemented within each academy.

1. PARENTAL RESPONSIBILITY

1.1.

The following 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, shouting, shouting at staff or other visitors
- 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. Threatening or making inappropriate comments to school staff either in school, over the phone or threatening or making inappropriate comments
- 1.1.5. Shaking or holding a fist towards another person
- 1.1.6. Writing abusive or threatening comments on school property
- 1.1.7. Suing or threatening to sue a member of school staff
- 1.1.8. Pushing...

