



# MANAGING VIOLENT & AGGRESSIVE VISITORS POLICY

Equal opportunities lie at the heart of all that we do at Silverwood School. We are committed to ensuring that every member of the school community is given the same chance as any other to access the services and support of the school

We have carefully considered and analysed the impact of this policy on equality and the possible implications for pupils with protected characteristics, as part of our commitment to meet the Public Sector Equality Duty (PSED) requirement to have due regard to the need to eliminate discrimination, advance equality of opportunity and foster good relations.

This policy is designed to meet the needs of all pupils, working through pre-formal, semi-formal and formal curricula. It is inclusive of students who function at early/preverbal levels of language and communication, through to those who express themselves verbally and in writing. The policy is designed to be child-centred and to make sure as far as is possible that pupils understand what is happening in their lives, why, and what options are available to them

Approved by:

Resource Committee

Date: 22.11.23

Last reviewed on:

November 2023

Next review by:

November 2024

## Statement of Principles

Silverwood School encourages close links with parents/carers 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 Silverwood 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.

Silverwood School 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 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:

- 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 her/him);
- 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;
- breaching the school's security procedures.
- using derogatory language about a member of staff and publishing this online
- making unfair and unfounded comments about a member of staff and publishing these online

This is not an exhaustive list but 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 or carer behaves in an unacceptable way towards a member of the school community, the Executive Headteacher, Director of Learning, Head of Learning or other senior member of staff will seek to resolve the situation through discussion and mediation. A warning letter may be issued by the Executive Headteacher explaining the nature of the inappropriate behaviour towards staff. 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 or carer may be banned by the Executive Headteacher from the school premises for a defined period of time.

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

1. The parent or carer will be informed, in writing, that she/he is banned from the premises, subject to review, and what will happen if the ban is breached e.g., that police involvement or an injunction application may follow;
2. Where an assault has led to a ban, a statement indicating that 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.

This policy will be reviewed annually.