



Maple Grove Primary Aggressive Behaviour Policy

Maple Grove Primary School 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 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 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. 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, e.g. 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, e.g. slapping, punching and kicking
- Spitting
- Racist or sexist comments
- Breaking the school's security procedures
- Any of the above behaviours directed at other parents
- Abuse of staff through any form of electronic communication including social network.

Procedure to be followed

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. A record of the unacceptable behaviour will be kept by the Headteacher. 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.

Unacceptable behaviour will result in the Police being informed of the incident.

Prior to being banned the following steps will be taken:

- The parent/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, eg that an injunction application may follow / or the police may be called.
- The Chair of Governors or IEB will be informed of the incident
- Where appropriate, arrangements for pupils being delivered to, and collected from the school gate will be clarified.

In implementing this policy, the school will, as appropriate, seek advice from health and safety and legal departments, to ensure fairness and consistency.

Monitoring:

The Chair of Governors or IEB will be informed of any incident by the Headteacher and will review paperwork on a monthly basis.