



# East Sheen Primary School

## Managing violent and abusive visitors

### Statement of principles

The governing body of East Sheen Primary School encourages close links with parents and the community. It believes 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.

The governing body 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 that will not be tolerated are as follows:

- 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 them)
- 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.
- Publishing abusive or derogatory messages about the school on social media

This is not an exhaustive list; it seeks to provide illustrations of such behaviour. Unacceptable behaviour may also result in the employing body and the police being informed of the incident. Incidents of unacceptable behaviour will be logged by the school.

### Procedure to be followed

If a parent/carer behaves in an unacceptable way towards a member of the school community, the head teacher will seek to resolve the situation through discussion and mediation. 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/carer may be banned by

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the head teacher from the school's premises for a defined period of time.

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

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

Chair of the governing body

**Approved by Governors: Summer 2021**  
**Next review date: Summer 2024**