



POLICY ON DEALING WITH ABUSIVE VISITORS

Policy Review

This policy will be reviewed every three years (or sooner if necessary) in full by the Governing Board.

The policy was first approved in December 2020.

It is due for review in the autumn term 2023.

P.S. Moore

Headteacher

Naomi Halaway

Chair of Governors

STATEMENT OF PRINCIPLES

The Governing Board of Windhill21 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 rare occasions exchanges of view or opinion on the approach taken by the School can result in aggression, and/or physical abuse towards members of school staff or the wider school community.

The Governing Board 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 the 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.

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.

Procedure to be followed

If a parent/carers or visitor behaves unacceptably towards a member of the school community, the Headteacher will seek to resolve the situation through discussion and mediation. The Headteacher will refer to the NAHT (National Association for Headteachers) advice and guidance (see appendix 1). If it is 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/carers or visitor may be banned by the Headteacher from the school's premises for a defined period.

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

1. The parent/carer or visitor 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.

Appeals

A parent/carer or visitor wishing to appeal against a decision by the Headteacher regarding an imposed ban can appeal to the Governing Board. An appeal should be addressed (in writing) to the Chair of Governors (via the school office) and include details of the events leading to the ban and the grounds upon which the appeal is based. The Governing Board will consider and respond within 15 working days of receipt of the appeal.

Conclusion

Windhill Academy Trust 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 Herts For Learning's health and safety and legal departments to ensure fairness and consistency. The policy will be reviewed annually.