



West Winch Primary School

Managing Aggressive Behaviour from Parents and Visitors 2025

Purpose

West Winch Primary School Governing Body encourages close links with parents and the community. It believes 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 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. 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 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 include:

- **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;**
- **writing abusive comments about a member of staff (including online);**
- **swearing;**
- **any physical violence (e.g. pushing, hitting or slapping);**
- **spitting;**
- **breaching the school's security procedures.**

This is not an exhaustive list but seeks to provide illustrations of such behaviour. Unacceptable behaviour may result in the local authority and the police being informed of the incident.

Procedure to be followed

If a parent/carer/visitor behaves in an unacceptable way towards a member of the school community, the Headteacher or appropriate senior staff will seek to resolve the situation through discussion and mediation, which may involve police notification in some circumstances. A letter will be sent to the parent/carer/visitor warning them that their behaviour was unacceptable and that any further unacceptable behaviour could result in a ban from the school site being imposed. If necessary, the school's complaints procedures should be followed.

Where all procedures have been exhausted, and aggression or intimidation continue, or where there is an extreme act of violence, a parent/carer/visitor may be banned immediately by the Headteacher (or appropriate senior staff) from the school premises for a period of time, subject to review.

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

1. The parent/carer/visitor 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 local authority and the police will be included.
3. The Chair of Governors/LA will be informed of the ban.
4. Where appropriate, arrangements for pupils being delivered to, and collected from the school gate will be clarified.

There will be no consequences for any child of an aggressive parent. Children's behaviour is managed in accordance with our behaviour management policy.

Conclusion

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

Adopted: Autumn 2025

Review: Autumn 2027



Heather Habbin - Chair of Governing Body