

Kirby Muxloe Primary School



Aggressive Behaviour from Parents, Carers and Visitors Policy

Status: Voluntary

Date adopted by governing body: Dec 2025

Date for review: Spring 2029

Statement of principles

Kirby Muxloe Primary School Trust encourages close links with parents/ carers/ visitors and the community. It believes that pupils benefit when the relationship between home and school is a positive one and the vast majority of parents, carers and others visiting our school are keen to work with us and are supportive of the school. From time to time though, there are situations that arise where there will be a difference of opinion between school staff and parents/carers/visitors that can sometimes lead to conflict.

On rare occasions, a highly negative attitude towards the school may be expressed, which results in aggression, verbal and/or physical abuse towards members of school staff or the wider school community.

The Trust 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/ carers and other visitors to behave in a reasonable way towards members of school staff. Where there is disagreement about school staff actions then these should be addressed using the school's complaints procedures.

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, eg 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, eg slapping, punching and kicking;
- 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 Trust and 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 head teacher or appropriate senior staff will seek to resolve the situation through discussion and a 1st warning letter will be issued. 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, the police may be called and a parent, carer or visitor may be banned by the head teacher from the school premises for a period of time, subject to review. There will be a 2nd letter issued at this point detailing the school's next course of action.

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, eg 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 Trust and the police will be included
3. The Chair of Trust Board will be informed of the ban
4. Where appropriate, arrangements for pupils being delivered to, and collected from the school gate will be clarified.

Conclusion

The Trust itself may take action where behaviour is unacceptable or there are serious breaches of our home-school code of conduct or health and safety legislation. In implementing this policy, the school will, as appropriate, seek legal advice, to ensure fairness and consistency.

This Policy will be reviewed regularly.