



MANAGING VIOLENT AND ABUSIVE BEHAVIOUR POLICY

JANUARY 2023

MANAGING VIOLENT AND ABUSIVE BEHAVIOUR POLICY

STATEMENT OF PRINCIPLES

The Governors of Pond Park Primary School encourage close links with parents and the community. We believe pupils benefit when the relationship between home and school is a positive one.

The vast majority of parents, carers, and others visiting our school, work with us in a positive way and are supportive of school. However, on rare occasions, when a negative attitude towards school is expressed, this can result in aggression, verbal and/or physical abuse, towards members of school staff or the wider school community.

The Governors expect and require 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.

In the event of Staff being subjected to inappropriate language or abusive behaviour the Governors encourage them to end the telephone call or meeting, immediately. Teaching staff also have the right to include a member of the Senior Leadership Team during interviews/meetings with parents.

We expect parents and other visitors to behave in a reasonable way towards members of school staff. This policy outlines the steps which will be taken when behaviour is unacceptable.

Types of behaviour which are considered serious and unacceptable and which will not be tolerated are as follows:

- Shouting at members of school staff, either in person or over the telephone;
- Physically intimidating a member of staff (eg standing very close to them);
- The use of aggressive hand gestures;
- Threatening behaviour;
- Shaking or holding a fist towards another person;
- Swearing, or using racist, sexist, homophobic, or any other offensive language towards any member of staff;
- Pushing;
- Hitting (eg slapping, punching and kicking);
- Spitting;
- Breaching the school's security procedures;
- Inappropriate/offensive social media or online posts.

This is not an exhaustive list; it seeks to provide illustrations of such behaviour.

Unacceptable behaviour may also result in the PSNI/any other relevant Agencies being informed of the incident.

Procedure to be followed

If a parent/carer behaves in an unacceptable way towards a member of the school community, the Principal will seek to resolve the situation through discussion and mediation. If appropriate, the school's complaints procedures should be followed.

Step 1:

Letter of Concern

A Governors' Panel will issue a Letter of Concern to the parent/carer, outlining the unacceptable nature of their behaviour towards members of staff and that recurrence would lead to proceeding to sanction Step 2.

Step 2:

Supervision during Parent Meetings/Consultations

School reserves the right that with regard to any communication, including parent meetings/consultations, a senior member of staff will be in attendance. The parent/carer will be made aware of this arrangement, by either the Principal or Vice-Principal. This may be a temporary arrangement and the Governors' Panel will review the timeframe and consider whether to make it permanent, or continue with the arrangement for a specified period.

Step 3

Banning an Individual from the School Premises

The school reserves the right to impose a temporary or permanent ban from the school premises on any parent/carer, or member of the public, who has demonstrated aggressive or abusive behaviour towards any member of staff, pupil, visitor, or volunteer.

This decision shall be made by the Principal, in consultation with the Chair of Governors (or in their absence with the Vice-Chair of Governors), and the length of any ban shall be proportionate to the nature and circumstances of the incident. In the case of a parent/carer, prior to a ban being imposed (except in urgent situations), the Principal shall write to the individual indicating that a ban from the premises is being considered, stating the reasons for this, and the date (usually 5 school days) by which any written representations by the individual should be received by the school, before the decision is made.

In urgent situations, the Principal may impose an immediate **temporary** ban in writing and provide the parent/carer the opportunity to make written representations (within 5 school days), prior to formalising any extension to the ban.

Where the decision to impose a ban is made, notification of the ban shall be in writing and shall clearly state:

- The reason for the ban being imposed.
- The date of commencement of the ban.
- A date by which any written representations by the individual should be received by the school.
- A date for review of the ban and how this will be arranged.

- Provision to be made (if a parent or carer) for access to their child during the school day (eg should an emergency occur) and the process to be followed should the parent/carer wish to contact the school, or need to attend meetings at the school.
- What action will be taken to remove the individual from the premises should the ban be breached.
- The **maximum** period before a review of a ban will be 20 school days. The banned individual will be invited to make written representations and to attend a review meeting (accompanied by a friend or relative if required) with the Principal and a panel of Governors (this may take place away from the school site if appropriate). The Governors' Panel will review the ban and consider whether to lift it, make it permanent, or continue it for a specified period.
- The Principal may remove the ban at any time prior to the review date if appropriate resolution has been achieved.

Conclusion

The Governors 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 Education Authority's Health and Safety, and Legal Departments to ensure fairness and consistency. The policy will be reviewed annually.



Welcome to Pond Park Primary School

NOTICE TO ALL PARENTS, VISITORS AND CHILDREN

On school premises we expect appropriate language and behaviour at all times.

If anyone is found to be using inappropriate language or displaying aggression they will be asked to leave the premises.