



WADE DEACON  
TRUST

A COMMITMENT TO EXCELLENCE

# ABUSIVE VISITORS POLICY

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Next Review Date: 24<sup>th</sup> April 2025

Link: Mr I Kirkham

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PLACE  
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PART OF**

## STATEMENT OF INTENT – THREATENING, ABUSIVE & AGGRESSIVE VISITORS & PARENTS POLICY:

The Wade Deacon Trust encourages all its schools to have close links with parents and the community. We believe that pupils benefit when the relationship between home and school is a positive one. The vast majority of parents, carers and others visiting a school are keen to work with us and are supportive of the school. However, a tiny minority of parents have a negative attitude towards the school and sometimes, this can result in aggression, verbal and/or physical abuse towards school staff.

When “parent” is referred to in this policy, that also includes carers; relatives; visitors or anyone associated with the School.

When parents use social media and online forums to write defamatory, negative or inappropriate comments about an Academy, or a member of the school community, the Trust reserves the right to investigate incidents thoroughly and act accordingly.

Further information can be found in the Acceptable Use of the Internet for Parents and Carers policy.

The school expects its staff to behave professionally in difficult situations and to attempt to defuse the situation where possible, seeking the involvement, as appropriate, of other colleagues. However, all staff have the right to work without fear of violence and abuse and has the right, in extreme cases, of using appropriate self-defence. The school expects parents and other visitors to behave in a reasonable and professional way towards school staff.

This policy will be reviewed as it is deemed appropriate, but no less frequently than every 3 years by the Trustees. The policy will be promoted and implemented within each academy.

### 1. PARENTAL RESPONSIBILITY

1.1. Parents have responsibility to approach staff in a reasonable and professional manner. The following behaviours are considered serious and unacceptable and will not be tolerated. This is not an exhaustive list but seeks to provide illustrations of unacceptable behaviour.

1.1.1. Shouting at school staff, either in person or over the telephone.

1.1.2. Physically intimidating a member of staff e.g. standing very close to him/her

1.1.3. The use of aggressive hand gestures e.g. two fingers raised

1.1.4. Threatening or making inappropriate comments to school staff either in school, over the telephone or online

1.1.5. Shaking or holding a fist towards another person

1.1.6. Writing abusive comments about a member of staff e.g. “They are an idiot”

1.1.7. Swearing at a member of school staff

1.1.8. Pushing

- 1.1.9. Hitting, e.g. slapping, punching or kicking
- 1.1.10. Spitting
- 1.1.11. Making Racist or sexist comments
- 1.1.12. Breaking the school's security procedures

## 2. PROCEDURES FOR DEALING WITH THREATENING, ABUSIVE & AGGRESSIVE VISITORS & PARENTS

- 2.1. When a parent or member of the public behaves in an unacceptable way towards a member of the school staff the Principal, or appropriate senior member of staff will seek to resolve the situation through discussion and mediation. If necessary, the Trust's complaints procedure 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 or carer may be banned by the Principal or Chair of Governors from the school premises for a period of time, subject to review.
- 2.2. Prior to being banned the following steps will be taken:
  - 2.2.1. The parent will be warned, in writing, that s/he is banned from the premises, subject to review, and what will happen if the ban is breached, e.g. that an injunction may follow.
  - 2.2.2. Where an assault has led to a ban, a statement indicating that the matter has been reported to the relevant Local Authority and the Police will be included.
- 2.3. Both the Chair of Governors and Chair of Trustees will be informed of the ban.
- 2.4. Where appropriate, arrangements for students being delivered to, and collected from the school gate will be clarified.

## 3. CONCLUSION

- 3.1. Pupils learn best when there is a positive partnership between home and school. Whilst every effort will be made to work with parents, this will only be possible when parents behave in an acceptable way. Unfortunately, when a parent's behaviour is either unacceptable or serious, it will not be possible to continue working with him/her and, as a final resort, legal action may be taken. The school will take action where behaviour is unacceptable or serious and breaches of its Home-school Code of Conduct (or equivalent school document) or Health and Safety legislation takes place.