



ABUSIVE OR THREATENING BEHAVIOUR ON SCHOOL PREMISES POLICY

Boyne Hill CE Infant & Nursery School encourages close links with parents/carers and the wider community. We believe that children benefit when the relationship between home and school is a positive one. Our school is a caring, safe place where relationships between staff and visitors, especially parents/carers, demonstrate mutual respect and recognition of the shared responsibility for our pupils' welfare and educational progress. We value parental involvement and recognise that parental partnerships are an important factor in the educational success of our pupils.

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, its staff or members of the school community is expressed, this can result in aggression, threatening behaviour, verbal and or physical abuse towards a member of the school staff or members of the school community.

All members of the school staff have a right to expect that the school, as their place of employment, is a safe and happy one in which to work. As such, violence, threatening behaviour and abuse against school staff or other members of the school community will not be tolerated. There will be zero tolerance of such behaviour within the school or its grounds. Where such behaviour does occur, action will be taken to ensure it does not happen again.

Our school expects and requires staff to behave professionally in these difficult situations and to attempt to defuse the situation where possible, seeking the involvement as appropriate of other colleagues. However, all members of the school community have the right to work and be on the school premises without fear of violence and abuse and the right, in an extreme case, of appropriate self-defence.

Types of behaviour that are considered serious and unacceptable and will not be tolerated towards any member of the school staff or other members of the school community include:

- Shouting, either in person or over the telephone
- Speaking in an aggressive/confrontational or threatening tone
- Physically intimidating behaviour, e.g., standing very close to the other person
- The use of aggressive hand gestures/exaggerated movements
- Physical threats
- Shaking or holding a fist towards another person
- Swearing
- Pushing
- Hitting, e.g., slapping, punching or kicking
- Spitting
- Racist or sexist comments

Unacceptable behaviour may result in the Police being informed of the incident.

This policy will be reviewed biennially

Last reviewed: March 2025

PROCEDURES FOR DEALING WITH ABUSIVE OR THREATENING BEHAVIOUR ON SCHOOL PREMISES

In the event of any incident, the school staff are advised to:

- Speak calmly without raising their voice
- Be assertive but not aggressive
- Be polite but firm
- Seek assistance if required
- Think about an escape route, should the need arise
- Walk away

If a parent/carer or member of the public behaves in an unacceptable way during a telephone conversation, staff at the school have the right to terminate the call. The incident will be reported by staff to the Leadership Team.

If a visitor behaves in an unacceptable way, in person, towards a member of the school staff, a member of the Senior Leadership Team will seek to resolve the situation through discussion and mediation. Where all procedures have been exhausted and aggression or intimidation continues, or where there is an act of violence, the discussion will be terminated and the visitor will be asked to leave the school immediately. The Police will be called if necessary.

If an incident involving violence, threatening behaviour or abuse does occur, the incident will be recorded in writing by the member of the school community against whom the abuse was directed, including the names of any witnesses to the event.

Thames Valley Police expect all cases of assault to be regarded as a serious matter which should be reported to them.

The 999 call system should always be used when the immediate attendance of a Police Officer is required. The Police support the use of 999 in all cases where:

- There is a risk to life
- There is a likelihood of violence
- An assault is, or is believed to be, in progress
- The offender is on the premises
- The offence has just occurred

In non-urgent cases, where the incident is not thought to be an emergency but Police involvement is nevertheless required, Thames Valley Police should be contacted so that an incident log can be created for possible further or future reference.

All 999 calls receive an immediate response. Unless other arrangements are agreed at the time, other (non-emergency) calls are graded according to the severity and any other factors associated with the incident. Officers are then assigned according to the grading of the response time by the control room.

A parent or carer of a child attending a school normally has implied permission (limited licence) to be on the school's premises at certain times and for certain purposes but if their behaviour is unreasonable this permission may be withdrawn and they will become a trespasser. Section 547 of the Education Act, 1996 makes it an offence for a trespasser on school premises to cause or permit a nuisance or disturbance and allows for the removal and prosecution of any person believed to have committed the offence. The penalty for a person convicted of the offence is a fine of up to £500.

A person who, nevertheless, persists in entering the school premises and displaying unreasonable behaviour may be removed and prosecuted under section 547.

Harassment

Situations can arise where school staff find themselves subjected to a pattern of persistent and unreasonable behaviour from another member of the school community which is not abusive or overtly aggressive but which can be perceived as intimidating and oppressive. In these circumstances, staff may be faced with a barrage of constant demands or criticisms (on an almost daily basis) which, whilst not particularly taxing or serious when viewed in isolation, can have the cumulative effect over time of undermining their confidence, wellbeing and health. In extreme cases, this behaviour may constitute an offence under the protection from Harassment Act, 1997. If so, the Police have powers to take action against the offender.

Actions to consider after an incident

- Parents or carers will be informed by the Head Teacher or the Chair of Governors that they are required to make an appointment to speak to their child's class teacher should an issue arise that they wish to discuss. A member of the Senior Leadership Team will be present at this meeting and minutes of the meeting will take place or the discussion will be recorded.
- The class teacher will refuse to speak to a parent if the level of aggression increases during the meeting and is deemed to be unacceptable. In this case, the meeting will be closed and the parent asked to leave the premises.
- The Head Teacher or a member of the Senior Leadership Team may meet with the parent in place of the class teacher. It is advisable to have a witness present at this meeting.
- Another teacher may welcome the child to school at the beginning of the day and see them home at the end of the day.
- Any member of staff has the right to call 999 and seek assistance should they be confronted by verbal abuse or the threat of physical assault against them.
- A parent or carer may also be banned from the school premises for a period of time, which will be determined by the Governing Board.

Conclusion

If a parent, carer or visitor is intimidating, threatening or aggressive towards a member of the school staff or other member of the school community, any interaction will be terminated immediately and the person will be instructed to leave the premises. Further action may be taken by the school.

The staff at Boyne Hill CE Infant & Nursery School have instructions to call the Police immediately if they feel threatened in any way.

Dear

I have received a report from the Head Teacher at Boyne Hill CE Infant & Nursery School about your conduct on **(enter date and time)**.

(Add factual summary of the incident and of its effect on staff, pupils or other parents.)

I must inform you that the Governing Board will not tolerate conduct of this nature on its premises and will act to protect its staff, pupils and parents or carers.

On the advice of the Head Teacher, I am therefore instructing that until **(add date)** you are not to reappear on the premises of the school. If you do not comply with this instruction, I may arrange for you to be removed from the premises and prosecuted under Section 547 of the Education Act, 1996. If convicted under this section, you are liable to a fine of up to £500.

For the duration of this decision, you may bring your son(s)/daughter(s) **(complete as appropriate)** to school and collect them/him/her (delete as appropriate) at the end of the school day, but you must not go beyond the school gate/office.

Arrangements have been made for your **(delete as appropriate)** son(s)/daughter(s) **(insert child's/ren's names)** to be collected, and returned to you, at the school gate/office by a member of the school's staff.

The withdrawal of permission for you to enter the school premises takes effect straightaway.

However, I still need to decide whether it is appropriate to confirm this decision. Before I do so, I wish to give you an opportunity to give me, in writing, any comments or observations of your own in relation to the report which I have received from the Head Teacher.

These comments may include any expressions of regret on your part and any assurances you are prepared to give about your future good conduct. To enable me to take a decision on this matter at an early point, you are asked to send me any written comments you wish to make by **(state date ten working days from the date of letter)**.

If, on receipt of your comments, I consider that my decision should be confirmed, or extended, you will be supplied with details of how to pursue a review of the circumstances of your case.

In any event, the decision to withdraw your licence to enter the school premises will be reviewed by **(complete as appropriate)**. That review will take account of any representations that you may have made and of your subsequent conduct.

Yours sincerely,

Chair of Governing Board

(Letter updating a banning letter, from the LA or Governing Board, confirming ban: to parent or carer with child/ren at the school)

Recorded delivery

Dear

On **(give date)** I wrote to you informing you that, on the advice of the Head Teacher, I had withdrawn permission for you to come onto the premises of Boyne Hill CE Infant & Nursery School until **(insert date)**. To enable the Governing Board to determine whether to confirm this decision, or to impose it for a longer period, I gave you the opportunity to give your written comments on the incident concerned by **(give date)**.

I have not received a written response from you / I have now received a letter from you dated **(insert the date)**, the contents of which I have noted. **(delete either sentence as appropriate)**

In the circumstances, and after further consideration of the Head Teacher's report, I have determined that the decision to withdraw permission for you to come onto school premises should be confirmed/extended. **(delete as appropriate)** I am therefore instructing that until **(insert date)** you are not to come onto the premises of the school without the prior knowledge and approval of the Head Teacher. If you do not comply with this instruction, I may arrange for you to be removed from the premises and prosecuted under Section 547 of the Education Act 1996. If convicted, you are liable to a fine of up to £500.

Notwithstanding this decision, the Head Teacher and staff at Boyne Hill CE Infant & Nursery School remain committed to the education of your child/children **(delete as appropriate)**, who must continue to attend school as normal under the arrangements set out in my previous letter.

The Governing Board will take steps to review the continuance of this decision by **(give date)**. When deciding whether it is necessary to extend the withdrawal of permission to come onto the school's premises, the Governing Board will take into account the extent of your compliance with the decision, any appropriate expressions of regret and assurances of future good conduct received from yourself and any evidence of your co-operation with the school in other respects.

(Include where the incident has arisen within the context of a parental complaint against the school)

Finally, I would advise you that I have asked the Head Teacher to ensure that your compliance **(give brief details)** is considered under the appropriate school procedure. You will be contacted about this by the school in due course.

If you wish to pursue the matter further, you have a right to a review of the circumstances of this case by the school's Governing Board.

Yours sincerely,

Chair of Governing Board

(Letter updating a banning letter, from the LA or Governing Board, withdrawing ban: to parent or carer with child/ren at the school)

Recorded delivery

Dear

On **(insert date)** I wrote to you informing you that, on the advice of the Head Teacher, I had temporarily withdrawn permission for you to come onto the premises of Boyne Hill CE Infant & Nursery School. To enable me to determine whether to confirm this decision for a longer period, I gave you the opportunity to let me have your written comments on this incident by **(insert date)**

I have not received a written response from you / I have now received a letter from you dated **(insert date)**, the contents of which I have noted. **(delete either sentence as appropriate)**

In the circumstances, and after consulting with the Head Teacher, I have decided that it is not necessary to confirm the decision and I am therefore restoring to you the permission to come onto the school premises with immediate effect.

Nevertheless, I remain very concerned at the incident which occurred on **(insert date)**, and I must warn you that if there is any repetition of your behaviour on that occasion, I shall not hesitate to withdraw permission for you to come onto the premises.

Yours sincerely,

Chair of Governing Board