



*Mutual respect    Ambition for all    Nurture*

# **Abusive Parents / Carers / Visitors Policy**

January 2025

## Policy Document Version Control

<b>Responsibility for Policy:</b>	<i>Headteacher</i>
<b>Policy approval/date:</b>	<i>Jan 25</i>
<b>Frequency of Review:</b>	<i>Annual</i>
<b>Next Review date:</b>	<i>Jan 26</i>
<b>Related Policies:</b>	
<b>Minor Revisions:</b>	<i>Removal of paragraph regarding Governors undertaking an annual risk assessment.</i>
<b>Major changes</b>	
<b>Full re-write</b>	

**Mission:** Be The Best You Can Be

**Vision:** Providing a world class primary education, producing adults who change the world

At Whitley Village Primary School, we provide a holistic educational experience which produces citizens who are happy and emotionally and physically healthy. They will contribute positively to their societies and are adaptable to a rapidly changing world.

Our pupils will learn to be intrinsically motivated life-long learners, who work hard to achieve their aspirations and who engage in blue-sky thinking. They will use their academic prowess, strong skills of communication and initiative to achieve their potential and become fulfilled individuals.

Pupils leave us with us with a strong moral compass, at ease with themselves and confident to enter their next phase of life. They are appreciative of the plurality of society and are thoughtful, creative individuals who overcome barriers and challenges.

In time, our pupils will utilise the choices they have at their fingertips to change the world for the better. We achieve this vision through our daily mission: be the best you can be and by remaining true to our core values of mutual respect, ambition for all and nurture.

**Values:**

Mutual Respect



Ambition for all



Nurture



**We are a Rights Respecting School with No Outsiders**

## **Statement of intent**

As a general rule, schools are orderly, safe places, where relationships between staff and visitors, especially parents/carers, demonstrate mutual respect and recognition of shared responsibility for pupil's welfare and educational progress. Parental involvement is an important factor in educational success and in dealing with emerging problems at an early stage. Whitley Village Primary School encourages close links with parents and the community. We believe that pupils benefit when the relationship between home and school is a positive one.

The Governing Body is responsible for protecting the health and safety of their staff and 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 is expressed, this can result in aggression, threatening behaviour, verbal and or physical abuse towards a member of the school community.

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 without fear of violence and abuse, and the right in an extreme case, of appropriate self-defense.

We expect parents/carers and other visitors to behave in a reasonable way towards other members of the school community. This policy outlines the steps that will be taken where parent/carer/visitor behaviour is unacceptable.

## **Types of behaviour that are considered serious and unacceptable and will not be tolerated towards any member of the school community:**

This is not an exhaustive list but seeks to provide illustrations of such behaviour:

- Shouting, either in person or over the telephone
- Speaking in an aggressive/threatening tone
- Physically intimidating, e.g. standing very close to her/him
- 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
- Any discriminatory comments
- Breaking the school's security procedures

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

## **Procedures**

Where such behaviour does occur, the Governing Body will play a pro-active role in taking all possible action to deal with it.

When a parent/carer or visitor 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 Senior Management Team. The school reserves the right to take any

necessary actions to ensure that members of the school community are not subjected to verbal abuse. The school may warn the aggressor, ban them from the school, and/or contact the police.

When a visitor behaves in an unacceptable way in person towards a member of the school staff, the Executive Headteacher or in their absence a member of the Senior Management Team will seek to resolve the situation through discussion and mediation. If necessary, the school's complaints procedure should be followed. Where all procedures have been exhausted, and aggression or intimidation continues, or where there is an extreme 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.

A visitor may also be banned from the school premises for a period of time, which will be determined by the school. On **ALL** occasions an incident form will be completed and evidence taken from witnesses. (Appendix A)

Consideration will be given (in conjunction with the Chair of Governors, who will almost certainly wish to consult the Governing Body) as to what follow-up action may be necessary e.g. whether someone should be refused entry to the premises. Consideration will be given as to whether some kind of support may be necessary e.g. counselling, occupational health or legal support. On-going liaison will be maintained with the Police if there is police involvement. Members of the school community will be kept informed where this does not conflict with confidentiality.

Prior to being banned the following steps will be taken:

- 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.
- The Chair of Governors will be informed of the ban.
- Incidents of verbal or physical abuse towards staff may result in the police being informed and may result in prosecution.

### **Conclusion**

If a parent/carer/visitor is intimidating, threatening or aggressive towards a 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. Whitley Village Primary School will take action where behaviour is unacceptable or serious and breaches our related policies.

**Appendix A:  
Incident Report Form**

(Includes trespass, nuisance or disturbance on school premises, verbal abuse, sexual or racial abuse, threats, aggression, physical violence and intentional damage to personal property).

This form should be completed as fully as possible. Please confine your information to matters of fact; you should expect that this form would be made available to any interested person. A member of staff should complete the form for an incident involving or witnessed by a pupil. Please use continuation sheet if necessary.

Date of incident ..... Day of week ..... Time .....

**1. Member of staff or other person reporting incident**

Name .....

Work address: (if different from school address)

.....

Position .....

**2. Personal details of person assaulted/verbally abused (if appropriate)**

Name .....

Work address: (if different from school address)/home address (if pupil).

.....

Job/Position (if member of staff) .....

Dept/Section/Class .....

Age ..... Gender .....

**3. Details of trespassers/assailant(s) (if known)**

.....

**4. Witness(es) if any**

Name .....

Address .....

Age (approx) ..... Gender .....

Other Information

Relationship between member of staff/pupil and trespasser/assailant, if any

5. Details of incident

- a) Type of incident (e.g. if trespass, was the trespasser causing a nuisance or disturbance and how, if assault, give details of any injury suffered, treatment received etc.
- b) Location of incident (attach sketch if appropriate)
- c) Other details: describe incident, including, where relevant, events leading up to it; relevant details of trespasser/assailant not given above; if a weapon was involved, who else was present.

6. Outcome: (e.g. whether police called; whether trespasser was removed from premises under section 547 Education Act 1996; whether parents contacted; what happened after the incident; any legal action)

If you have other comments that you wish to discuss then please contact the Head, directly.

Signed ..... Date .....

Please return as soon as possible to:  
Executive Headteacher  
Whitley Village Primary School  
Village Lane  
Lower Whitley  
Warrington  
Cheshire  
WA4 4QH