



Managing Abusive Parents and Visitors Policy

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Based on Model	The Key
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1.1	Feb 2020	Last review
1.2	Sep 2024	New Section 3

Arlesdene Nursery School and Pre-school is committed to:

- Safeguarding and promoting the welfare of children and young people, and expects all staff and vounteers to share this commitment.
- Eliminating discrimination, advancing equality of opportunity and fostering good relations between different groups. These factors were considered in the formulation and review of this policy and will be adhered to in its implementation and application across the whole school community.
- Promoting the fundamental British values of democracy, the rule of law, individual liberty and mutual respect and tolerance of those with different faiths and beliefs: any school member or visitor expressing opinions contrary to fundamental British values, including extremist views, will be actively challenged.

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1. Introduction

All members of our school community have a right to expect that school is a safe place in which to work and learn. Abuse, threatening behaviour or violence against school staff or other members of the school community is unacceptable and will not be tolerated. Any incident will be treated seriously and a disruptive visitor may be banned from entering the school or even prosecuted.

Throughout this document where the term 'visitor' is used it covers parents, carers and other visitors to the school and is not confined to adults.

It should be noted that schools are private property and people do not therefore have an automatic right to enter. Parents, carers and others have an 'implied licence' to come onto the school premises at certain times, for instance:

- to drop off or pick up children
- to attend a school event (e.g. a school production)
- for appointments

At Arlesdene Nursery School and Pre-school, the vast majority of visitors to the site understand that our school should be a safe, orderly place, where adults speak to one another respectfully, recognising the important role each other plays in educating the children.

However, there may be occasions when visitors to the site do not model this expectation. The Governors at Arlesdene Nursery School and Pre-school will not tolerate abusive or aggressive behaviour towards staff or other parents, carers or visitors that affects the smooth running of the school and the education of its pupils.

In this policy, by making clear what constitutes unacceptable behaviour by visitors, as well as having a clear procedure to address any infractions, the Governors of Arlesdene Nursery School and Pre-school aim to maintain a safe and orderly environment for all.

2. Unacceptable behaviour

Although this is not an exhaustive list, the following list aims to illustrate the types of behaviours the Governors of Arlesdene Nursery School and Pre-school deem unacceptable:

- Insults intended to humiliate or undermine;
- A raised voice (e.g. shouting) in person or over the telephone;
- Swearing in person, over the telephone or via electronic message;
- Sexist, racist, ageist, homophobic or transphobic language used in person, over the telephone or via electronic message;
- Making threats in person, over the telephone or via electronic message;
- Making false, malicious and/or vexatious allegations;
- Physical intimidation (e.g. invading someone's personal space etc.);
- Aggressive or offensive hand gestures (e.g. shaking a fist in someone's face);
- Spitting;
- Physical abuse (e.g. pushing, hitting, kicking, use of missiles etc.); or,
- Breaching the school's security procedures (i.e. trespassing).

3. Procedure for dealing with unacceptable behaviour by a visitor

3.1. In person

If it is suspected a visitor may become aggressive, plan in advance and consider having a colleague present during the meeting or arranging for a colleague to be in an adjacent room, ready to step in.

If a visitor becomes aggressive, staff should

- Try to stay calm and decide the best course of action.
- Resist arguing. It is very tempting to respond and become engaged in an argument, especially if you are the butt of aggression or accused in some way, but it is far more likely to result in conflict or confrontation than contribute to defusing the situation.
- Pay attention to body language so it is as non-threatening as possible.
- Not feel they have to cope with the situation alone. Staff safety is paramount. If a situation appears to be getting out of control, make an excuse, leave, and immediately report the incident to the Headteacher.

In the event of serious aggression, staff should be aware of the school's lockdown procedure.

If at any time a staff member fears for their own or others' safety, they should contact the police by dialling 999 immediately.

3.2. Over the telephone

If a caller begins to exhibit aggressive or abusive behaviour, e.g. use of foul language or verbal threats) towards any member of staff during a telephone call, the member of staff should:

- Calmly state that the language used is unacceptable and that they will end the call if it continues.
- Try to establish the name and contact details of the complainant (and the nature of the complaint if possible) and state that a member of the Leadership Team will return their call as soon as possible.
- End the call. Make notes of what was said immediately on termination of the call and then report the incident to a member of the Leadership Team.

The Headteacher will contact the complainant to establish the nature of the complaint and try to resolve the issue.

3.3. Written Abuse

If a member of staff receives written correspondence, e.g. letter, e-mail or text of a threatening or abusive nature from any correspondent, this should be reported immediately to the Headteacher and a copy retained as evidence. No reply should be sent without first agreeing the response with the Headteacher or, preferably, the Headteacher will respond on the staff member's behalf.

Whilst the school will make every effort to resolve any issue raised by the complainant, consideration may also be given to involving the police, especially where threats of violence have been made.

To minimise the likelihood of written abuse staff must use only their school email address for communicating with parents and others on school-related matters.

4. Follow-up

If a visitor uses aggressive, abusive or insulting behaviour or language that is a risk to staff or pupils, the following procedure will occur:

- 1 The staff member/s who witnessed the incident should complete an incident report form (Appendix A) and share this with the Headteacher on the same day the incident took place.
- 2 The Headteacher should conduct a timely investigation (which may include inviting the accused to a meeting to discuss the incident) ahead of determining whether to award: -
 - A verbal warning to the visitor involved;
 - A written warning to the visitor (Appendix B); or,
 - A letter banning the visitor from the school premises for a fixed period to be determined by the Headteacher (Appendix C).

If a visitor is unhappy with the school's response, they will be signposted to the School Complaints Policy.

Appendix A – Incident Report Form

1. Incident	
Date of incident:	
Time of incident:	
2. Member of staff reporting incident	
Name:	
Work address (if different from school address):	
Job title:	
3. Personal details of person assaulted/verbally abused (if appropriate)	
Name:	
Work address (if different from school address) / home address (if pupil):	
Job title (if member of staff):	
4. Details of trespasser/s and/or assailant/s (if known)	
Name/s:	
5. Details of witness(es) if any	
Name:	
Work address (if different from school address) / home address (if pupil):	
Name:	
Work address (if different from school address) / home address (if pupil):	
Name:	
Work address (if different from school address) / home address (if pupil):	

6. Relationship between member of staff/pupil and trespasser/assailant, if any	
7. Details of incident	
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.)	
Location of incident:	
Other details: (e.g. 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 etc.)	
8. Outcome	
Please detail: (e.g. police called, trespasser removed under Section 547 of the Education Act 1996 etc.)	
9. Other information (to be completed as appropriate)	
Possible contributory factors: (e.g. possibly under the influence of alcohol or drugs)	
Is trespasser/assailant known to have been involved in previous incident/s? (YES/NO)	
Provide details, including date/s, if previous incidents have occurred:	
What measures were in place to prevent an incident of this type occurring? What further improvements could be made?	
10. Police details	
Name and contact details of police officer involved, and incident number or crime reference number, as appropriate:	

Signed: _____

Date: __ / __ / ____

Please return to the Headteacher.

Appendix B – Warning Letter

Dear.....

The Governors of Arlesdene Nursery School and Pre-school have a duty to provide a safe and healthy environment for both its pupils and those members of staff employed on the site. Your conduct on [Date] compromised this responsibility and was contrary to the School's aims in providing an environment in which the pupils and staff feel safe. On [Date] you [Description of behaviour]. The purpose of this letter is to formally warn you of the consequence of the continuation of such behaviour.

I must inform you that should a further incident of a similar nature occur in the future, I would have no alternative other than to ban you from the premises of Arlesdene Nursery School and Pre-school.

You may wish to make representations on the incident, in which case I refer you to the attached copy of the school's Complaints Policy, which sets out the process which you should follow in making your response.

I am sorry that the school has had to take this step as we value contact with you, and other parents and carers, and know that this plays an important part in the educational progress of a child. The school has always maintained that a child's education should be a partnership between the school and parents.

I would hope we could put this behind us and work together in the future.

Yours sincerely

Headteacher

Appendix C – Banning Letter

Dear.....

The Governors of Arlesdene Nursery School and Pre-school have a duty to provide a safe and healthy environment for both its pupils and those members of staff employed on the site. Your conduct on [Date] compromised this responsibility and was contrary to the School's aims in providing an environment in which the pupils and staff feel safe.

As a result of an incident on [Date] where you [Describe behaviour], I must tell you that you are no longer allowed on the premises of Arlesdene Nursery School and Pre-school.

The decision does not alter the school's legal obligation to keep you informed of your child's educational progress. School reports will be forwarded to you and if you have any queries regarding your child's educational progress, you should put these in writing and address them to me.

As your permission to enter the school premises has been withdrawn, to enter the premises would constitute trespass. Under section 547 of the Education Act 1996, it is a criminal offence to trespass upon the school premises and to cause a nuisance or disturbance. On conviction, you could be subject to a fine of up to £500.

You may wish to make representations upon the action taken by the school as a result of your behaviour. If you wish to do so, please refer to the attached copy of the school's Complaints Policy, which sets out the process for your response.

Your ban will be reconsidered by myself and the Governors on [Date].

Yours sincerely

Headteacher