



St George's Bickley CE Primary School

## Managing Aggressive Behaviour

### St George's Vision Statement

At St George's we are proud to be one family of lifelong learners who know that they are special to God.  
Our Family is built upon a strong sense of belonging and mutual respect.  
Our community gives our children the freedom to flourish and succeed.

A flourishing fellowship; learning today with God by our side

### AQUINAS Church of England Education Trust

"Life - Transforming - Learning"

Policy on managing aggressive behaviour from parents and visitors to our school

*We recognise that our pupils bring with them a wide variety of behaviours influenced by life experiences outside school. We aim to respond to each case professionally, objectively and compassionately. We are sensitive when working with children and families with specific needs and experiences and we continuously seek ways to promote successful partnerships. The basis of differentiation will vary dependant on the needs of each case but we will take into account the views of parents and families, colleagues and external agencies together with any Statement of Special Educational Need or Education, Health and Care Plan. We will also ensure compliance with the trust's Equality Policy taking into account pupils with protected characteristics and making reasonable adjustments for pupils with a disability within the meaning of the Equality Act 2010. Both the school and trust respects the Public Sector Equality Duty (PSED) that requires public bodies to have due regard to the need to eliminate discrimination, advance equality of opportunity and foster good relations between different people when carrying out their activities. By following the trust's Equality Policy, the school seeks to eliminate unlawful discrimination, harassment and victimisation and other conduct prohibited by such legislation.*

*This policy should be read in conjunction with the Trust's Equality Policy.*

*<https://www.aquinastrust.org/>*

### Statement of principles

The Academy encourages close links with parents and the community. It believes that pupils benefit when the relationship between home and school is a positive one.

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

The Academy and the Aquinas Church of England Education Trust (the Trust), of which the Academy is a part, expects and requires its 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. However, 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.



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The Trust and the Academy expects parents/carers and other visitors to behave in a reasonable way towards members of staff. This policy outlines the steps that will be taken where behaviour is unacceptable.

Types of behaviour that are considered serious and unacceptable and will not be tolerated:

- Shouting at members of the school staff, either in person or over the telephone;
- physically intimidating a member of staff, eg standing very close to her/him;
- The use of aggressive hand gestures;
- Threatening behaviour;
- Shaking or holding a fist towards another person;
- Swearing;
- Pushing;
- Hitting, eg slapping, punching and kicking;
- Spitting;
- Breaching the Academy's security procedures.

This is not an exhaustive list but seeks to provide illustrations of such behaviour. Unacceptable behaviour may result in the local authority and the police being informed of the incident.

### Procedure to be followed

If a parent/carer or visitor behaves in an unacceptable way towards a member of the school community, the Headteacher or appropriate senior member of staff will seek to resolve the situation through discussion and mediation. If necessary, the Academy's complaints procedures should be followed. Where all procedures have been exhausted, and aggression or intimidation continue, or where there is an incident of swearing a parent or carer will be given a verbal warning. If an extreme act of violence, a parent/ carer or visitor may be banned by the Headteacher from the Academy premises for a period of time, subject to review.

In imposing a ban the following steps will be taken:

1. The parent/carer or 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, eg that police involvement or an injunction application may follow
2. Where an assault has led to a ban, a statement indicating that the matter has been reported to the local authority and the police will be included
3. The Trust and the Academy's AAC will be informed of the ban
4. Where appropriate, arrangements for pupils being delivered to, and collected from the school gate will be clarified.



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### **DATA PROTECTION**

*St George's CE Primary School [The Academy] processes personal data, some of which will be sensitive personal data, in accordance with the data protection principles embodied in the General Data Protection Regulations (GDPR) and the Data Protection Act 2018. The Academy complies with the requirements of the data protection legislation as detailed in the Trust Data Protection Policy.*

*All staff are aware of the principles of data protection and will not process personal data unless necessary. The Academy safeguards the personal data it collects through the operation of the Trust's data protection policy and processes and the IT policy. In addition, the Academy has taken steps to ensure that all its contracts that process data have the GDPR compliant provisions.*