

# Hadrian Primary School

## Dealing with Aggressive Parents/ Carers and Adults Policy



**Date: October 2022**

**Review: October 2025**

**Staff responsible:**

**Mr Brown Head Teacher**

**Mr J Brown School Governor**

# Hadrian Primary School

## **POLICY ON DEALING WITH AGGRESSIVE PARENTS / CARERS AND ADULTS**

This policy should be read in conjunction with the policy on dealing with trespassers, threats and violence and offensive weapons policy.

### **1 STATEMENT OF INTENT**

Hadrian Primary School encourages close links with parents and the community. We believe that students benefit when the relationship between home and school is a positive one.

The vast majority of parents, carers and others visiting the school are keen to work with us and are supportive of the school. However, a tiny minority of parents/ carers and/or adults have a negative attitude towards the school and sometimes, this can result in aggression, verbal and/or physical abuse towards school staff.

The school expects its 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 staff have the right to work without fear of violence and abuse and the right, in extreme cases, of appropriate self-defence.

The school expects parents and other visitors to behave in a reasonable way towards school staff. This policy outlines the steps that will be taken where parents' / carers or other adults behaviour is unacceptable.

### **2 BEHAVIOUR**

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

This is not an exhaustive list but seeks to provide illustrations of unacceptable behaviour.

- Shouting, raising voices or making derogatory comments at or towards school staff, either in person or over the telephone.
- Physically intimidating a member of staff e.g. standing very close to him/her
- The use of aggressive hand gestures e.g. two fingers raised
- Threatening school staff
- Showing or holding a fist or making threatening or offensive hand gestures towards another person
- Writing abusive comments about a member of staff, including on social media e.g. he/she is an idiot
- Swearing at a member of school staff
- Pushing
- Hitting, e.g. slapping, punching or kicking
- Spitting

- Racist, sexist or homophobic comments
- Breaking the school's security procedures

**Unacceptable behaviour will result in South Tyneside Council and the Police being informed of the incident.**

### **3 PROCEDURE**

When a parent or member of the public behaves in an unacceptable way towards a member of the school staff the head teacher or appropriate senior staff 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 or the act is considered serious enough, and/or aggression or intimidation continue, or, where there is an extreme act of violence, a parent or carer may be banned by the head teacher from the school premises for a period of time, subject to review.

Prior to being banned the following steps will be taken:

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, eg that an injunction may follow.
2. Where an assault has led to a ban, a statement indicating that the matter has been reported to South Tyneside Council and the Police will be included.
3. The Chair of Governors will be informed of the ban.
4. Where appropriate, arrangements for students being delivered to, and collected from the school gate will be clarified.

### **4 CONCLUSION**

Students 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 where parents behave in an acceptable way.

Unfortunately, where 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.

Model letters to be used follow below.



(Warning letter, from the head teacher: to parent/carer with child/ren at the school)

Recorded delivery

Dear .....

I have received a report about your conduct at the school on (enter date and time).

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

I must inform you that the local authority/ governing body (delete as appropriate) will not tolerate conduct of this nature on its premises and will act to protect its staff and pupils.

Therefore, if in the future, I receive any reports of conduct of this nature I will be forced to consider removing your licence to enter the school grounds and buildings. If you do not comply with that instruction I will be able to 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.

Nevertheless, 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 about your conduct. 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).

Yours sincerely,



Mr S Brown  
Head Teacher

(Banning Letter, from the LA or governing body: to parent/carer with child/ren at the school)

Recorded delivery

Dear .....

I have received a report from the head teacher at (insert name) School about your conduct on (enter date and time).  
(Add factual summary of the incident and of its effect on staff, pupils, other parents.)

I must inform you that the local authority/ governing body (delete as appropriate) will not tolerate conduct of this nature on its premises and will act to protect its staff and pupils. 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.

In the case of a primary school include:  
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.

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

The withdrawal of permission for you to enter the school premises takes effect straightaway. However, I will decide once all evidence has been considered, if this is to be permanent. 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 body  
(Banning Letter, from the LA or governing body: to member of the public)

Recorded delivery

Dear .....

I have received a report from the head teacher at (insert name)school about your conduct on (enter date and time).

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

I must inform you that the authority/ governing body (delete as appropriate) will not tolerate conduct of this nature on its premises and will act to protect its staff and pupils.

On the advice of the head teacher I am therefore instructing that 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, you are liable to a fine of up to £500.

Yours sincerely,

Chair of governing body

(Letter updating a banning letter, from the LA or governing body, confirming ban:to parent/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 (insert name) School until ..... (insert date). To enable the local authority/governing body (delete as appropriate)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 (insert name)school remain committed to the education of your child/children (delete as appropriate), who must continue to attend school as normal insert in the case of a primary school: under the arrangements set out in my previous letter. The authority/ governing body (delete as appropriate)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 authority/ governing body (delete as appropriate)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 complaint (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 body.

Yours sincerely,

Chair of governing body

(Letter updating a banning letter, from the LA or governing body, withdrawing ban: to parent/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 (insert name) 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 body

(Letter, from the LA or governing body, following formal review of a banning letter, extending ban: to parent/carer with child/ren at the school)

Recorded delivery

Dear .....

I wrote to you on ..... (insert date) withdrawing permission for you to come onto the premises of (insert name) School until ..... (insert date). In that letter I also advised you that I would take steps to review this decision by ..... (insert date).

I have now completed the review. However, after consultation with the head teacher, I have determined that it is not yet appropriate for me to withdraw my decision. (Give a brief summary of reasons) I therefore advise that the instruction that you are not to come onto the premises of (insert name) school without the prior knowledge and approval of the head teacher remains in place until ..... (insert date).

I shall undertake a further review of this decision on ..... (insert date). (Insert if the letter is from the governing body) If you are dissatisfied with this decision, you have a right to request a review of the decision by the governing body.

Yours sincerely,

Chair of governing body

(Letter, from the LA or governing body, following formal review of a banning letter, ending ban: to parent/carer with child/ren at the school)

Recorded delivery

Dear .....

I wrote to you on ..... (insert date) informing you that I had withdrawn permission for you to come onto the premises of (insert name) School until ..... (insert date). In that letter I also advised you that I would take steps to review this decision by ..... (insert date).

I have now completed the review. After consultation with the head teacher, I have decided that it is now appropriate to change that decision and I am therefore restoring to you the permission to come onto the school premises, with immediate effect.

I trust that you can now be relied upon to act in full co-operation with the school and that there will be no further difficulties of the kind which made it necessary for me to prevent you entering the premises.

I should point out that if there is any repetition of your behaviour, I shall not hesitate to withdraw permission for you to come onto the premises once more.

Yours sincerely,

Chair of governing body