



St Joseph's Catholic Primary School



# Managing Aggressive or Unacceptable Behaviour from Parents and Visitors

Agreed: Autumn Term 2022  
Review Date: Autumn Term 2024  
(or as required)

# Ethos Statement

In partnership with parents, we aim to help the pupils in our care to nurture their faith and grow in their relationship with God by experiencing a supportive, caring, stimulating and, above all, Christian school environment.

We believe in providing an excellent education for all children that is rooted in and sustained by our shared commitment to the life and teachings of Jesus Christ. Christ is the one who not only shows us the truth about God but also the truth about ourselves. Christ, then, is indeed at the centre of our educational endeavour.

All children, whether Catholic or non-Catholic, are encouraged to strive for the highest possible standards of work and behaviour, whilst learning to develop as well-mannered, self-disciplined and tolerant individuals, both inside and outside the classroom. The children learn to live as happy and caring members of a school community, which values their unique individual talents, and also, importantly, the needs of others.

St Joseph's pupils leave as well-rounded young adults, ready with courage to make a difference in the world around them

# Mission Statement

At St. Joseph's Catholic Academy, we believe that parents are the "first and best teachers" (1) of their children, and that we as a school and a parish, are called to support them in that God given task. That every person is created "in the image and likeness of God," (2) to grow in Grace and knowledge, as they journey to the fullness of life in Christ.

That God made us all "unique yet equal." (3)

Together in the world created by God, we live, we love, we learn, we share, whether at home, school, church or work.



## STATEMENT OF PRINCIPLES

The Governing Body of St Joseph's Primary School 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 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, verbal and or physical abuse towards pupils at the school, members of school staff or the wider school community.

The Governing Body 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.

We expect parents and other visitors to behave in a reasonable way towards all members of the school community, staff and pupils. This policy outlines the steps that will be taken where behaviour is unacceptable.

We consider that aggressive, abusive or insulting behaviour or language from a parent or carer presents a risk to staff or pupils. Unacceptable behaviour is such that makes a member of staff or pupil feel threatened. This can be through face-to-face contact, on the telephone or in written communication (including social media).

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

- shouting at members of the school staff or pupils, either in person or over the telephone;
- abusive and or derogatory comments to pupils, school staff, parents or carers;
- physically intimidating a member of staff, or pupil e.g. 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, e.g. slapping, punching and kicking;
- spitting;
- racist or sexist comments;
- breaching the school'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 behaves in an unacceptable way towards a member of the school community, the headteacher or appropriate senior staff member will seek to resolve the situation through discussion and mediation. If necessary, the school's complaints procedures will be followed.

Where all procedures have been exhausted, and aggression or intimidation continue, or where there is an extreme act of violence, aggression, racism, or other serious breach, it is within the headteacher's powers to issue an immediate school premises ban. This ban will be for a period of time and is subject to review.

In imposing a ban the following steps will be taken:

1. The parent/carer 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, e.g. 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 Chair of Governors/LA will be informed of the ban.
4. Where appropriate, arrangements for pupils being delivered to, and collected from the school gate will be clarified.

## **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 poses a serious threat it will not be possible to continue working with him/her and, as a final resort, legal action may be taken. The school, or Local Authority, will take action where behaviour is unacceptable or serious and breaches our Home-School Agreement or Health and Safety legislation.

In implementing this policy, the school will, as appropriate, seek advice from the Local Authority's education, health and safety and legal departments, to ensure fairness and consistency.