

The Catholic School of Saint Gregory The Great

Believe and Achieve



AGGRESSIVE BEHAVIOUR FROM PARENTS AND VISITORS TO OUR SCHOOL POLICY

**POLICY FOR DEALING WITH UNACCEPTABLE BEHAVIOUR TOWARDS
STAFF OR OTHER MEMBERS OF THE SCHOOL COMMUNITY**

To be read in conjunction with all other policies.

To be reviewed by September 2026

Mission Statement

Believe and Achieve

“We are a safe and happy school where we all shine as part of God’s family.”

Statement of intent

The Catholic School of Saint Gregory The Great 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 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 school staff and other adults. This can be both either direct or indirect.

Our school expects and requires 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 an extreme case, of appropriate self-defence.

We expect parents and other visitors to behave in a reasonable way towards school staff and other adults.

This policy outlines the steps that will be taken where behaviour is unacceptable.

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 such behaviour:

- Shouting at school staff or other adults, either in person or over the telephone
- Physically intimidating a member of staff
- The use of aggressive hand gestures
- Threatening, intimidating or repeated unnecessary contact, either direct or indirect, with school staff
- Threatening or intimidating behaviour towards other parents or children
- Shaking or holding a fist towards another person
- Swearing at a member of school staff or other adults
- Pushing
- Hitting, e.g. slapping, punching and kicking
- Spitting
- Making derogatory comments on social media platforms about the school or an individual within the school Racist or sexist comments
- Those that disrupt or threaten to disrupt the operations of the school
- Attempting to discipline another parent’s child on the school premises, on their way to/from school or via indirect communications

Unacceptable behaviour may result in The Governors, the LA and the Police being informed of the incident.

Procedure

The school will always act in a proportionate way and the final decision about how to deal with a breach of conduct rests with the Headteacher. When a parent or member of the public behaves in an unacceptable way towards a member of the school staff or other adult (including volunteers and other parents) or child, the Headteacher 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 possible, staff will receive support in engaging with difficult parents before a ban is implemented. Where all procedures have been exhausted, and aggression or intimidation continue, or where there is an extreme act of violence, a parent or carer may be banned by the headteacher from the school premises for a period of time.

Prior to being banned the following steps will be taken:

- The parent/carers will be informed, in writing by special / recorded delivery, that s/he is at risk of being banned from the premises if the unacceptable behaviour re-occurs or is continued.

If a ban is put into place:

- The parent/carers are informed, in writing by special/recorded delivery, that they are banned from the premises.
- If the ban is breached, advice is sought from the police and an injunction application may follow.
- Where an assault has led to a ban, a statement indicating that the matter has been reported to the LA and the Police will be included.
- The Chair of Governors will be informed of the ban and will ensure the decision of the Headteacher is fair.
- Where appropriate, arrangements for pupils being delivered to, and collected from the school gate will be clarified.

Conclusion

The Governors and the LA will take action where behaviour is unacceptable or serious and breaches our home-school code of conduct or health and safety legislation.

In implementing this policy, the school will, as appropriate, seek advice from the LA's Education, Health and Safety and Legal Departments, to ensure fairness and consistency.