



Goldstone Federation Together we SHINE.



Guidelines for Managing Aggressive and Abusive Parents

Generally, schools are orderly, safe places which are open and a welcoming environment for everyone. Parental involvement is an important factor in educational success and in dealing with emerging problems at an early stage. Parents have a right to expect the best for their children and teachers and pupils must be allowed to work and learn in a safe and secure environment.

Unfortunately, violence in the workplace is increasing and parents are increasingly likely to challenge teachers. The Health and Safety Executive considers violence to be 'any incident in which a person is abused, threatened or assaulted in circumstances relating to their work.'

Violence, threatening behaviour and abuse against school staff or other members of the school community will not be tolerated. All members of the school community have a right to expect that their school is a safe place in which to work and learn. There is no place for violence, threatening behaviour or abuse in schools.

These guidelines aim to support colleagues who may find themselves in a difficult situation and help to ensure that everyone connected to the school can be confident they are operating within a safe environment.

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Consideration for staff safety will be a consideration for every occasion when parents are invited to school events.

School Policy for Dealing with Incidents

The child is the most important element in the relationship between school and home. He or she is the teacher's professional responsibility. Parents have a right to expect the best for their children and they have the right to express their concerns. Teachers want the best too and should aim to work in partnership with parents. Every effort must be made to prevent the home / school relationship breaking down.

If, at any time, there is a concern that an inappropriate or threatening situation is developing then every effort should be made to diffuse the situation. These procedures and guidelines have been written to provide support and guidance for occasions when this is not successful.

- If necessary, move to a room away from other people
- Contact a colleague to inform them there is a problem
- Inform the parent that the meeting will need to end and that a further meeting will be arranged to discuss the matter (this will be at your request and on your terms) N.B. If the abuse is being directed to you in a telephone conversation inform the parent that if they continue to be abusive you will be ending the call and will arrange to speak to them later.
- If the parent refuses to leave, or becomes aggressive, the police will need to be contacted (local police 0300 3333000)
- Clear records of any incidents must be maintained.
- Reports of incidents will be kept in school and, if necessary, forwarded to the Local Authority and the Police
- Any appropriate follow up action will be taken:

Head / Chair of Governors to write to parent, warning that if the behaviour continues the school will be forced to consider removing the perpetrator's licence to enter the school grounds and buildings without a formal appointment. Failure to comply with that instruction could lead to removal from the premises and prosecution under Section 547 of the Education Act 1996.

If there is a repeat of the incident the Head / Chair of Governors will take advice from the Local Authority and follow through on the above action in line with guidance.

In the case of a serious first incident

Contact the Police

Send details to the Local Authority

The LA will play a proactive role in taking action e.g. issuing a temporary restriction order (parent has the right to appeal), an Incident of Nuisance and Trespass letter.

On occasions it is possible that members of the school community may be confronted by a parent outside of the school premises. In these circumstances the parent should be directed to the school office to make an appointment to see the Head Teacher. Under no circumstances should you attempt to resolve issues in public places.

Rachael Williams

Updated 19.10.20