

St Michael's Church of England Primary School



Aggressive and Anti-social Behaviour Policy

OUR MISSION STATEMENT

At St Michael's Primary School we seek to nurture the whole child and instil a love of learning by inspiring young minds within a happy, caring community based on the Christian values of love; joy; kindness; peace; self-control, faithfulness, wisdom and trust.

Statement of Intent

St Michael's CE Primary School, at all times and in every circumstance will engender and promote an ethos of caring and respect as encapsulated in the school's Values

We expect these Values to be upheld and foremost with any interaction or communication carried out by staff, children, parents/guardians, visitors or the local community.

The school has developed a positive and supportive relationship with the vast majority of parents, carers and visitors to the school and the children in turn have benefited from this. However, in exceptional circumstances, a person/persons can have a negative attitude towards the school which can result in aggressive or anti-social behaviour both in person and on the phone. It is important to note that the school may record messages/conversations held with parents over the telephone and use this record to support any decisions the school may feel appropriate at the time or at a later date.

Aggressive or anti-social behaviour from parents/guardians is unacceptable and can have a very intimidating and stressful effect on members of staff. None of the above replaces any rights under the existing legal system. A person, upon request, refusing to leave a school site can be deemed as trespassing, while intended or actual assault or battery can lead to legal action. The Head Teacher and Governors of the school are committed to taking prompt and decisive action when excessive or prolonged aggressive and anti-social behaviour occurs.

The school expects its staff to behave professionally at all times and attempt to defuse difficult situations where possible, seeking the involvement where necessary of other colleagues. However, all staff have the right to feel safe and to work without fear of threats, violence or abuse. They have the right in extreme cases, of using appropriate self-defence in order to keep themselves safe. It is the duty of the Governors of the school to ensure that

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full support is given to members of staff who are threatened or assaulted during the course of their duties.

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

Objectives of this policy

- To promote harmony and dignity throughout the school.
- To take positive action to promote staff wellbeing.
- To ensure staff are treated in a way that enables them to perform their duties to the best of their ability.
- To enjoy polite and courteous communication within the school and wider community, showing respect towards one another. Any behaviour that undermines this will be pursued using the school's complaints policy.
- To prevent and take action against all forms of bullying, discrimination, harassment, threatening behaviour or assault.
- To understand that repeated unacceptable behaviour by parents/carers which has the potential to affect wellbeing, may be referred to the Principal and/or result in a ban from the school site or police involvement.

This will be achieved by:

- Taking all allegations of bullying, discrimination, harassment, threatening behaviour or assault seriously and undertaking a full investigation.
- Taking individual responsibility for challenging, preventing and stopping inappropriate behaviour.
- Taking action and reporting incidents of inappropriate behaviour.
- Raising awareness of the types of behaviour which will not be tolerated.

Unacceptable Behaviour

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

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

- a. Loud, raised voices or shouting, either in person or over the phone.
- b. Physically intimidating a member of staff or invading their personal space [standing over or too close to them].
- c. The use of aggressive or impolite hand or face gestures e.g. two raised fingers.
- d. Threatening school staff.
- e. Showing or holding a fist towards another person.
- f. Writing abusive comments about a member of staff e.g. idiot.
- g. Abusive language and swearing.
- h. Pushing, spitting or tripping.
- i. Hitting e.g. slapping, punching or kicking.
- j. Racist, ageist, homophobic or sexist comments.
- k. Breaking the school's security procedures.
- l. Written or verbal accusatory comments.
- m. Slanderous or libellous comments.

Continuation of unacceptable behaviour will result in the Head Teacher, Governors, Kent Local Authority and the police being informed of the incident.

Diffusing a situation

The following strategies may help staff to calm a situation and should be used whenever possible:

- * Stand back and listen. Give the situation your full attention.
- * Speak in a quiet, slow and friendly voice.
- * Frequently summarise what is being said and the developing situation.
- * Be aware of your body language e.g. do you smile where appropriate, look suitably engaged and open to hear the complaint.

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- * Empathise where you can but be careful not to give them the means to use you in further conversations e.g. 'Miss X said...'
- * Try to give them some indication of what is going to happen next.

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Procedure

Where a parent/guardian or a member of the public behaves in an unacceptable way to a member of staff both on and off school premises the following procedures should take place:

- a. Staff should whenever possible seek to have another member of staff present.
- b. If necessary, a red card [indicating a serious problem] should be sent to the main office.
- c. Where a parent/guardian is being verbally aggressive, rude, racist or otherwise antisocial over the phone, the member of staff is encouraged to inform the person that the conversation is being placed on speakerphone to ensure the teacher has a witness to give account of the tone and content of the conversation. If the inappropriate conversation persists, then the teacher should warn the caller in a polite and professional way that the conversation will be terminated unless there is an improvement. If the caller, still persists then the member of staff should tell the caller that they are putting down the phone in a polite and professional way and then replace the handset to terminate the conversation.
- d. Where a parent/guardian is being verbally aggressive, rude, racist or antisocial in a face to face meeting, the member of staff is encouraged to inform the person that the tone and/or content of the conversation is becoming inappropriate. If the inappropriate conversation persists, then the teacher should warn the person in a polite and professional way that the conversation will be terminated unless there is an improvement. If the person, still persists then the member of staff should tell the person that the conversation is now finished until the person is calmer. The member of staff should walk away.
- e. At all times the member of staff should seek to defuse the situation and try to speak in a calm and approachable way.
- f. If a member of staff has experienced aggressive or anti-social behaviour, they must inform the Head Teacher or a senior member of staff as soon as possible after the event.
- g. If the member of staff feels confident that the person has calmed down sufficiently to have a reasonable conversation with them, they should contact them again at a mutually convenient time.

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h. Alternatively, they can arrange another meeting or phone call with a colleague or if necessary, the Head Teacher present.

i. If the member of staff feels that they are going to be subject to a difficult phone call or meeting, they should inform their line manager and have them present at the time. It is important that staff do not expose themselves to unnecessary risk e.g. the meeting taking place in isolated part of the school.

j. Where an incident or conversation has had to be referred to the Head Teacher, the member of staff must make written notes of the event.

k. Where the Headteacher has been unable to resolve the issue he/she will need to make a thorough investigation into all the facts and write a detailed and accurate report for the Governors and the LA. The form shown as appendix 1 will need to be completed.

l. Where the Head Teacher and Governors, in liaison with the LA, seek to ban a person or persons from the school site for a set period of time, they must also complete Appendix 2. The person/persons being banned should be informed in writing. The letter should state the reason, consequences, set period of time and where they may go if they wish to appeal.

m. It is important that the member of staff who has experienced aggressive behaviour from a parent/guardian or member of the public should be given the opportunity to talk over events with their line manager and the Head Teacher and that they should be monitored after the event to see if there are any signs of stress or continuing fear.

n. Incidents occurring in the school need to be recorded and the Head Teacher and Senior Staff need to gauge whether there are any widespread or increased incidents that are occurring. If there are any increased trends appearing, this in turn needs to be analysed and brought to the attention of the Governors.

o. In the event of a really serious incident, further action needs to be taken in consultation with the LA.

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Appendix 1

Record of aggressive or anti-social behaviour

Person or persons involved _____

Relationship to child/children in the school _____

Date and time of incident _____

Child / children's name _____

Incident or Problem [please give as much detail as possible]

Action taken:

Further action or recommendation:

Signature of person compiling report _____ Date _____

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Appendix 2

Notice of an exclusion from St Michael's school site

Name of person being denied access to the school.

Names of members of staff who witnessed the aggressive and anti-social behaviour.

People or bodies notified over the exclusion notice.

Reason for the exclusion;

Length and dates of the exclusion;

From _____ To _____

Length of time _____

Head Teacher's signature _____

Chair of Governor's signature _____