



# St Augustine's Catholic College

## Managing Abusive Parents/Carers or Visitors to the College

### 1. Policy Statement

The ethos of St Augustine's Catholic College encourages close links with parents and the community. The staff and governors believe that pupils benefit when the relationship between home and college is a positive one.

The vast majority of parents, carers and others visiting our college are keen to work with us and are supportive of the college. However, on the rare occasions when a negative attitude towards the college is expressed, this can result in aggression, verbal and or physical abuse towards members of college staff or the wider college 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 members of college staff. This policy outlines the steps that will be taken where behaviour is unacceptable.

### 2. Behaviour

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

- shouting at members of the college staff, parents or children either in person or over the telephone;
- physically intimidating a member of staff, parent or child eg standing very close to her/him;
- the use of aggressive hand gestures;
- threatening behaviour;
- shaking or holding a fist towards another person;
- swearing;
- using abusive/ offensive language
- pushing;
- hitting, e.g. slapping, punching and kicking;
- spitting;
- racist, sexist, homophobic or transgender comments;
- breaching the college's security procedures.

This is not an exhaustive list but seeks to provide illustrations of such behaviour. Unacceptable behaviour may result in the police being informed of the incident.

### **3. Procedure to be followed**

If a parent/carer or visitor behaves in an unacceptable way towards a member of the college community in person or during a telephone conversation, the member of staff, Headmaster or appropriate member of the Senior Leadership Team (SLT) may end the meeting by terminating the call or asking the visitor to leave the premises. If necessary, the college's complaints procedures should be followed. Where aggression or intimidation continue, or where there is an extreme act of violence, a parent or carer may be banned by the Headmaster/Chair of Governors from the college premises for a period of time, subject to review as defined in section 547 of the Education Act (1996). In imposing a ban the following steps will be taken:

1. The college may in the first instance warn the parent that they are minded to ban them and seek reassurance about future behaviour. If reassurance is not forthcoming, then the college will proceed as in point 2 below including details of how long the ban will last. Depending on the severity of the offence, the college may impose an immediate ban as in point 2 below.
2. 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.
3. Where an assault has led to a ban, a statement indicating that the matter has been reported to police will be included.
4. Where appropriate, arrangements for pupils being delivered to, and collected from the college gate will be clarified.

### **4. Conclusion**

If a parent/carer/visitor is intimidating, threatening or aggressive towards any member of the college community any interaction will be terminated immediately and the person will be instructed to leave the premises. Further action may be taken by the college.

Action where behaviour is unacceptable or there are serious breaches of our home-college code of conduct or health and safety legislation, may result in further action being taken

In implementing this policy, the college will, as appropriate, seek advice to ensure fairness and consistency.

Approved 2016

Reviewed 2017