

# Cantonian High School Ysgol Uwchradd Cantonian



THE BEST FROM EACH  
SUCCESS FOR ALL

## Policy for Managing Violent & Abusive School Visitors

March 2016  
Reviewed March 2018 – no changes

This policy was adopted by Governors on 14 March 2016

### **Statement of Principles**

The Governing Body and Cantonian High School community encourage close links with parents and the community. It believes that pupils benefit when the relationship between home and school is a positive one.

The overwhelming majority of parents, carers and other visitors to our school are keen to work with us and are supportive of the school. However, on the extremely rare occasions when a negative attitude towards the school is expressed, this can result in aggression, verbal and / or physical abuse towards members of school staff or the wider school community.

### **Zero Tolerance of Serious and Unacceptable Behaviour**

The Governing Body's aim is clear: to ensure all members of the school community, and all visitors, can be confident that they are operating within a safe environment at all times: violence, threatening behaviour or abuse at our school in person, by telephone or electronically will NOT be tolerated in any form.

The Governors expect the staff of Cantonian to behave professionally in these difficult situations and use their judgement at the time of any incident to attempt to diffuse the situation and / or seek the assistance of colleagues as appropriate. All members of staff have the right to work without fear of violence and abuse, and have the right, in extreme cases, to use appropriate self-defence.

The Governing Body recognises its duty of care to its staff to put in place measures to avoid, wherever possible, the risk of violence, threatening behaviour or abuse towards any member of staff and provide support thereafter should any such incident occur.

Day-to-day access to the school is within the control of the Headteacher. Normally, parents / carers (and those with parental responsibility) are granted 'limited licence' to visit the grounds and buildings of the school. The same applies to all other categories of visitors except those with statutory powers of entry.

### **Examples of Potentially Serious and Unacceptable Behaviour**

We expect parents / carers and all other visitors to behave in a reasonable way towards members of school staff. This policy outlines the steps that will be taken where behaviour is unacceptable. Examples of the types of behaviour that are considered serious and unacceptable and will not be tolerated are listed below (although this list is not exhaustive):

- Pushing, hitting, slapping, punching and kicking
- Spitting
- Threatening behaviour including swearing
- Physically intimidating a member of staff, e.g. standing very close to him/her
- Shaking or holding a fist towards another person
- The use of aggressive hand gestures
- Breaching the school's security procedures
- Shouting at members of the school staff, either in person or over the telephone
- Persistently making complaints which the school considers have no substance or are vexatious

Unacceptable behaviour may result in the police being asked to attend and the local authority being informed.

### **Demonstration of Serious and Unacceptable Behaviour**

Where serious or unacceptable behaviour is exhibited, the school will attempt to respond in a measured way, depending on the seriousness and frequency of the behaviour. The following options (including a combination of these) are available to the school:

- Write to the individual, describing their misconduct, explaining its impact on the school and stating its unacceptability
- Vary the person's 'licence', say, through the addition of conditions
- Warn of the possibility of a ban (i.e. the withdrawal of their 'licence') if the misconduct is repeated
- Impose a ban for a short, fixed period whilst an investigation is conducted with potential for extension
- Impose a ban with a review after a fixed period
- Impose a ban without review (only in exceptional circumstances)

### **Procedure to be followed if a ban is to be enacted**

If a parent / carer or visitor behaves in an unacceptable way towards a member of the school community, the Headteacher or appropriate senior member of staff will usually seek to resolve the situation through discussion. This will be as a consequence of having been apprised of the facts available at the time. To assist in this process, either the "Approved Incident Reporting Form" will have been completed (see Appendix 1), or other forms of communicating the relevant information used.

If necessary, the school's Complaints Policy should be followed (see separate policy). Where all procedures have been exhausted, and aggression or intimidation continue, or where there is an extreme act of actual violence, a parent / carer may be banned by the Headteacher from the school premises for a period of time, subject to review.

The Headteacher may impose a short-term ban, of up to four weeks, whilst a one off incident is investigated, a report produced and recommendations made. The Chair of Governors must be informed of such a decision and the investigation should follow due process. The recommendations will be submitted to the Chair of Governors with the outcome that the short term ban may be ended, maintained or extended.

**In imposing a ban the following steps will be taken**

1. The parent / carer will be informed, in writing, that he / she 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 and Local Authority will be informed of the ban.
4. Where appropriate and reasonable, arrangements for pupils being delivered to, and collected from, the school will be clarified; as well as dealing with any such key events scheduled to take place, such as parent / carer consultation evenings.

This policy is to be reviewed annually.

Agreed by Headteacher: ..... 

Agreed by Chair of Governors: ..... 

Date of Issue: ..... 14/3/16 .....

Date for Review: Spring 2019

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## *Approved Incident Report Form*

The following form may be used as a useful way of capturing and documenting all information.

Where possible, the form should be completed before any discussion between witnesses is possible, as this might lead to allegations of collusion.

This form should be completed as fully as possible please, using a continuation sheet, if necessary. For any incident involving or witnessed by a pupil or parent / carer / visitor, a member of staff should assist and guide the person as appropriate on completing the form. The completed form should be passed to the Headteacher, for appropriate action and recording.

Date of incident \_\_\_\_\_ Time of incident \_\_\_\_\_

Name of person reporting incident \_\_\_\_\_

Date incident reported \_\_\_\_\_

Member of staff recording incident \_\_\_\_\_

**Name(s) of person(s) causing incident** (where name(s) is/are unknown, provide other details of which may allow their identification)

**Status(es)**  
(parents/carers/visitors/trespassers) \_\_\_\_\_

**Names of any witnesses**

**Statuses of witnesses** \_\_\_\_\_

**Full description of incident** (e.g. names of persons involved; location; nature of any injuries; attendance of emergency services)

**Initial action/outcome** (e.g. Informal conciliation; police intervention; warning or banning letter issued)

**Summary of subsequent actions taken by the school, including risk assessments**

**Linked incidents** (if any)

## **Appendix 2**

Display notice posted on front reception desks

**Cantonian High School aims to be a safe place in which to learn, to work and to visit.**

**All members of Cantonian High School's community have a right to expect that their school is a safe place.**

**There is no place for threatening, challenging or confrontational behaviour, abuse or violence towards staff, pupils or other members of Cantonian High School's community.**

**These actions (whether in person, by phone, electronically or by other means) will not be tolerated.**