



**Managing Aggressive Behaviour from Parents/Carers  
and Visitors Policy**

**WILLOW GROVE PRIMARY SCHOOL  
MANAGING AGGRESSIVE BEHAVIOUR**

**ADOPTION AND AMENDMENTS TO MANAGING AGGRESSIVE BEHAVIOUR**

Section	Governors' Meeting or Committee
Whole document	KET Steering Group – 25 <sup>th</sup> April 2024
Whole document	LGB/Steering group – 2 <sup>nd</sup> December 2024
Next review: 2027/2028	

# **WILLOW GROVE PRIMARY SCHOOL MANAGING AGGRESSIVE BEHAVIOUR**

## **Behaviour**

### **Types of Behaviour that are considered serious and will not be tolerated:**

This is not an exhaustive list but seeks to provide illustrations of such behaviour.

- Shouting at a member of staff either in person or over the telephone
- Physically intimidating a member of staff e.g. standing very close to a staff member
- The use of hand gestures in aggressive manner
- Threatening a member of staff
- Shaking or holding a fist towards staff member
- Swearing at a member of staff
- Pushing
- Hitting e.g. slapping, punching, kicking
- Biting
- Spitting
- Racist, homophobic, misogynistic or sexist comments
- Breaking Willow Grove Primary School's security procedures
- Possession of an artefact that may cause damage or harm to person or property
- Intimidating posts through the use of social media etc
- Refusing to collect a child who has been suspended

**Unacceptable behaviour may result in the Police being informed of the incident.**

### **Procedure**

When a parent or a member of the public behaves in an unacceptable way towards a member of staff, the Headteacher or a member of the senior staff will seek to resolve the situation through discussion and mediation. If necessary, the school's complaints procedure should be followed. Where all procedures have been exhausted, and aggression or intimidation continues, or where there is an act of violence, a parent/carer or a member of the public may be banned by the Headteacher from the school premises for a period of time, subject to review.

Prior to being banned, the following steps will be taken:

- The parent/carer will be informed, in writing, with regards to being banned from the premises, subject to review, and what will happen if the ban is breached e.g. that an injunction application may follow.
- Where an assault has led to a ban, a statement indicating that the matter has been reported to the Police will be included.
- The Chair of Governors will be informed of the ban.
- Where appropriate, arrangements for pupils being delivered to and collected from the school gate will be clarified.

### **Conclusion**

Willow Grove Primary School will take action where behaviour is unacceptable or serious.