Throughout this policy *visitors* refers to *parents/carers or visitors.*

Statement of Intent

Slingsby Primary School encourages close links with parents and the community. We believe that pupils benefit when the relationship between home and school is a positive one. This view is one that is shared by other stakeholders within our community, as identified through our parental surveys.

The vast majority of Slingsby Primary School visitors are keen to work with us and are supportive of the school. However, on the rare occasions when a negative attitude towards the school is expressed, this can result in aggression, threatening behaviour, verbal and or physical abuse towards a member of the school community.

Our school expects and requires staff to behave professionally in these difficult situations, and to attempt to defuse the situation where possible, seeking the involvement as appropriate of other colleagues. However, all members of the school community have the right to work without fear of violence and abuse, verbal or otherwise, and the right in an extreme case, of appropriate self defence.

We expect visitors to behave in a reasonable way towards each other and members of the school community. In appropriate circumstances, legal advice will be taken through the NYCC Legal Department or other services may be contacted. School is within its rights to ban an individual from the premises, if the situation arises.

This policy highlights positive behaviour that would be expected from visitors to the school and also outlines the steps that will be taken where visitor's behaviour is unacceptable.

Signed:…………………………………………

Date:…………………………………..

Positive conduct that is expected whilst visiting the school site:

We expect visitors to show respect and concern for others by:-

- supporting the respectful ethos of our school by setting a good example in their own speech and behaviour towards all members of the school community;
- working together with staff for the benefit of the pupils. This includes approaching the school to resolve any issues of concern in a calm and polite manner and to discuss and clarify specific events in order to bring about a positive solution;
- if you are a parent/carer, correcting your own child's behaviour, especially in public where it could otherwise lead to conflict, aggressive or unsafe behaviour;
- respecting the school environment, including keeping the school tidy by not littering.
- following the parking rules and doing the right thing when delivering and collecting children from school.

Types of behaviour that are considered serious and unacceptable and will not be tolerated towards any member of the school community:

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

- Shouting, either in person or over the telephone
- Speaking in an aggressive/threatening tone
- Physically intimidating, e.g. standing very close to her/him
- The use of aggressive hand gestures/exaggerated movements
- Physical threats
- Shaking or holding a fist towards a person
- Swearing
- Pushing
- Hitting, e.g. slapping, punching or kicking
- Spitting
- Discriminatory comments
- Breaking the school's security procedures

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

Procedures

When a visitor behaves in an unacceptable way during a telephone conversation, staff at the school have the right to terminate the call. The incident will be reported by staff to the Senior Leadership Team. The school reserves the right to take any necessary actions to ensure that members of the school community are not

subjected to verbal abuse. The school may warn the aggressor, ban them from the school, and/or contact the police.

When a visitor behaves in an unacceptable way in person towards a member of the school staff a member of the Senior Leadership Team will seek to resolve the situation through discussion and mediation. If necessary, the school's complaints procedure should be followed.

The member of staff who is involved in the incident will complete an Incident Report Form (Appendix 1) and pass it on to the Head
teacher.

Where all procedures have been exhausted, and aggression or intimidation continues, or where there is an extreme act of violence, the discussion will be terminated and the visitor will be asked to leave the school immediately. The police will be called if necessary. A visitor may also be banned from the school premises for a period of time, which will be determined by the school.

Prior to being banned the following steps will be taken:

- The visitor 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.
- The Chair of Governors will be informed of the ban.
- Incidents of verbal or physical abuse towards staff may result in the police being informed, and may result in prosecution.

Conclusion

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

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

Incident Form
Abusive or threatening behaviour – incident report form

1. Details

Date of incident: ....

Day of the week: ....

Time: ....

Location:……………………………….

2. Member of staff reporting incident

Name: ....

Position: ....

3. Details of person assaulted / verbally abused

Name: ....

Job / Position (if member of staff): ....

4. Details of trespasser / assailant / verbal abuser (if known)

....

....

5. Witness(es) if any

Name: ....

Address: ....
....

Other information / relationship between member of staff / abuser if any
....

6. Details of incident (please attach witness statement if appropriate)

....

....

....

Location of incident: …………...

7. Outcome:

Member of Senior Leadership Team involved and action taken: ……………………….

....

....

Has abuser been involved in any previous incidents? ....

Name and contact details of police officer involved / incident number:

....

....

Form completed by : ………………………………………………………………….

Signed: ....

Date: ....

Please return to the Headteacher as soon as possible.