



## **POLICY – MANAGING VIOLENT & ABUSIVE VISITORS BEHAVIOUR**

Date approved: July 2025

Date for next review: July 2026

### **Statement of Principles**

The Corsham Regis Local Governing Body ("**CRLGB**") encourages close links with parents/carers and the community. It believes that pupils benefit when the relationship between home and school is a positive one.

The vast majority of parents, carers and others visiting Corsham Regis are keen to work with us and are supportive of the academy. However, on the rare occasions, when a negative attitude towards the academy is expressed, this can result in aggression, verbal and or physical abuse towards members of academy staff or the wider Corsham Regis community.

The CRLGB 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. 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 academy staff. This policy outlines the steps that will be taken where behaviour is unacceptable.

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

- shouting at members of the academy staff, either in person or over the telephone;
- physically intimidating a member of staff (e.g. standing very close to her/him);
- the use of aggressive hand gestures;
- threatening behaviour;
- shaking or holding a fist towards another person;
- swearing;
- pushing;
- hitting (e.g. slapping, punching and kicking);
- spitting;
- breaching the academy's security procedures.
- using derogatory language about a member of staff and publishing this online

- making unfair and unfounded comments about a member of staff and publishing these online

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

Unacceptable behaviour may also result in The Corsham School Academy Group (as the employing body of all staff at the school) and the police being informed of the incident.

### **Procedure to be followed**

If a parent or carer behaves in an unacceptable way towards a member of the school community, the head teacher will seek to resolve the situation through discussion and mediation. A warning letter may be issued by the Headteacher explaining the nature of the inappropriate behaviour towards staff. If it's appropriate, the academy's complaints procedures should be followed.

Where all relevant procedures have been exhausted and aggression or intimidation continue, or where there is an extreme act of violence, a parent or carer may be banned by the head teacher from the school premises for a defined period of time.

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

1. The parent or 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;
2. Where an assault has led to a ban, a statement indicating that the matter has been reported to the employing body and the police will be included;
3. The Chair of Governors will be informed of the ban;
4. Where appropriate, arrangements for pupils being delivered to and collected from the academy gates will be clarified.

### **Conclusion**

The employing body may take action where behaviour is unacceptable or there are serious breaches of a home-school code of conduct or health and safety legislation. In implementing this policy, the academy will, as appropriate, seek advice from the employing body's education, health and safety and legal departments to ensure fairness and consistency.

The policy will be reviewed annually.