La Mare de Carteret Primary School

Managing abusive and aggressive communication policy

Date completed: March 2018
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Written by: Mrs Kim Hutchison, Headteacher

Context of this policy:

Education premises are private property and all visitors have been granted permission from the school to be on school premises. However, in case of abuse or threats to staff, pupils or other parents, the school may ban parents and carers from entering the school.

Rationale:

We believe staff, parents, carers and children are entitled to a safe and protective environment in which to work. Behaviour that will cause harassment, alarm or distress to users of the premises is contrary to the aims of the school.

Aims of this policy:

- That positive relationships are modelled and forged by all members of the school community, parents, carers, staff and children alike.

- That all members of the school community treat each other with respect.

- The ethos of Rights, Respecting Schools is employed.

Expectation:

- That adults set an excellent example to all children at all times whilst on the school premises, modelling how to get along with all members of the school and the wider community.

- That no members of staff, parents or children are the victims of abusive and aggressive behaviour or open to threats from other adults on the school premises

- Physical attacks and threatening behaviour, abusive or insulting language either verbal or written to any of the school community will not be tolerated and could result in withdrawal of permission to be on the premises or withdrawal of verbal communication. The incident could be reported to the Police.

School community:

- Children
- All staff including teachers, learning support assistants, admin assistants, caretakers, cleaners and lunchtime supervisors.
- Parents and carers
- Visitors to the school premises

Unacceptable behaviour:

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

- Shouting inappropriately either in person or over the telephone at any member of the school community
- Inappropriate posting on Social Networking sites deemed as bullying
- Speaking in an aggressive/threatening tone (including emails and other written communication)

- Physically intimidating , e.g. standing very close
- The use of aggressive hand gestures/exaggerated movements
- Physical or verbal threats towards other adults or children
- Shaking or holding a fist towards another person
- Swearing
- Pushing
- Hitting e.g. slapping, punching or kicking
- Spitting
- Any inappropriate or targetted comment in relation to age, sex, race, religion, disability, sexuality or gender
- Deliberately ignoring our protocols e.g entering the school without permission, ignoring instructions from the caretaking team and/or Special Constables, ignoring instructions from staff on duties.

The process the school will follow in the event of a parent or carer breaching expectations

The school reserves the right to take any necessary actions to ensure that members of the school community are not subjected to abuse. This will comprise of:

1. The incident will be logged with the Headteacher who will discuss the matter with the parent or carer in the first instance or delegate this to another member of the senior leadership team.

2. Dependent on the severity of the incident including previous incidents, and may:

    - Verbally speak to the parent or carer
    - Formally write to the parent or carer:
      The headteacher reserves the right to cease all school verbal communication with a parent or carer.
      The headteacher reserves the right to only engage in written communication concerning a child's attainment, progress and well-being (any safeguarding issues would override this imposition)
    - Inform a senior member of the Education Department
    - Inform a member of the Education committee
    - Impose a fixed term ban from entering the school property

If a ban is imposed

The school is not responsible for organising arrangements for children in the above circumstances. Parents and carers will need to provide alternative arrangements for bringing children into school.

The school will remain in contact with the parent or carer via telephone or email until such time that the ban is lifted.

Parents have the right of appeal by writing to the Education Services within ten days of permission to enter the school premises being withdrawn.

Responsibilities:

It is the responsibility of the Head teacher to monitor and review this policy.