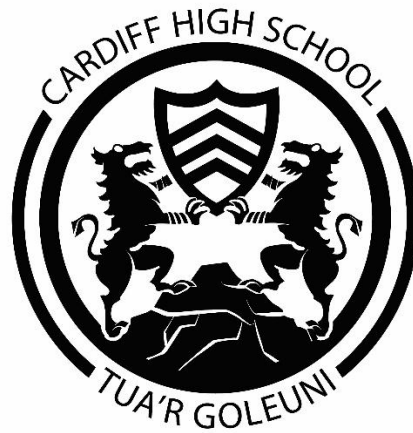


CARDIFF HIGH SCHOOL



Managing Violent and Abusive Visitors

Policy 4.7

CARDIFF HIGH SCHOOL

MANAGING VIOLENT AND ABUSIVE VISITORS

Aims

1. To encourage safe and effective links with parents/carers and the school community
2. To ensure that all members of the school community and visitors to the school are operating within a safe environment at all times

Examples of potential 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 the list is not exhaustive)**

- Pushing – hitting, e.g. slapping, punching and kicking
- Spitting
- Threatening behaviour including swearing
- Physically intimidating a member of staff, e.g. standing very close to her/him
- Shaking or holding a fist towards another person
- The use of aggressive hand gestures
- Breaching the school's security procedures e.g. failing to sign in at reception and approaching classrooms
- 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
- The sending of inappropriate and/or offensive emails to members to staff

Unacceptable behaviour may result in the police being asked to attend and the local authority 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 options) are available to the School: -

- Initiate a meeting/dialogue with the individual
- Write to the individual, describing their misconduct, explaining its impact on the school and stating its unacceptability
- Warn of the possibility of a 'ban' 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 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 seek to resolve the situation through discussion, having been appraised of the facts available at the time. To assist in this process the 'Incident Reporting Form' should be completed.

Appendix 1 – Managing Violent and Abusive School Visitors (Page 1 of 2)

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 or Deputy 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	_____		
Date incident recorded	_____		

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)

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

Name of any witnesses

_____ Statuses _____

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)

Individuals complaining about the school should be directed to use the school's

complaints procedure (see separate policy). However, if these procedures have been exhausted and aggression or intimidation continue, or where it is necessary to take immediate action irrespective of any such procedure (e.g. there is an extreme act of actual violence), a parent or 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/carers 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 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**