



## Dealing with Abusive People Policy

Approved by:	The Proprietors	Date: Jan 2024
Ratified by:	Board of Governors	Date: Feb 2024
Document created on:	July 2021	
Last reviewed on:	Jan 2024	
Next review due by:	Jan 2025	
Document Reviewed by:	E. Preston	K. McCarthy

GOAL: Maintain a zero-tolerance approach towards abusive behaviour. Establish clear procedures for reporting, investigating, and responding to incidents of abusive behaviour effectively and fairly within the school community.

## **1. Introduction**

This policy has been written taking into account the DfE Guidance 'Advice on school security: Access to, and barring individuals from school premises' December 2012 as well as NAHT guidance on dealing with abusive parents.

ARTS Education values positive relationships with parents and visitors and encourages close links with parents and the community. We believe that students benefit from a positive home-school relationship. ARTS Education strives to be a place where adults model for students the behaviour that teaches and expects and places a high importance on good manners, positive communication and mutual respect.

ARTS Education works with parents, carers and outside agencies who support action against unacceptable behaviour, such as aggression, abuse, or false accusations towards members of the school community. This can happen in written communication, on the phone, or in person.

Staff should behave professionally, defuse the situation if possible, and involve other colleagues if necessary. Staff can end any conversation and refer the incident to a senior manager.

All members of the school community have the right to be free from aggression or abuse from parents. The Head Teacher must protect staff and students from such aggression.

The students progress and well-being will be considered. Actions taken against the parent will be reasonable and proportionate. The parents or carer will have the opportunity to express their views.

## **2. Definitions of Unacceptable Behaviour**

Any behaviour that is intended to intimidate, threaten, humiliate, or offend another person. This includes, but is not limited to:

- Physical violence.
- Physical intimidation.
- Verbal abuse.
- Abuse in writing via social media, email or text

- Foul or abusive language
- Harassment.
- Bullying.
- Discrimination.
- Allegations which turn out to be vexatious or malicious.

### **3. Identifiable Recipients of Unacceptable Behaviour**

- Staff: All paid and unpaid employees of ARTS Education, including teachers, support staff, and administrators.
- Students: All enrolled students at ARTS Education.
- Visitors: Anyone on the school premises who is not a staff member or student.

### **4. Approach to dealing with Incidents of Unacceptable Behaviour**

In response to unacceptable behaviour from a parent/carer/visitor towards a member of the school community, the Head Teacher will assess the level of risk before deciding on and taking proportionate action.

### **5. Risk Assessment**

Upon encountering unacceptable behaviour, the Head Teacher shall conduct a risk assessment to determine the appropriate response level. All responses will adhere to principles of reasonableness and proportionality.

This will include:

- What form did the abuse take?
- What evidence is there?
- What do witnesses say happened?
- Are there previous incidents to take into consideration?
- Do members of staff/students feel intimidated by the parents' behaviour?

### **6. Documentation and Recording of Incidents**

Written statements detailing the incident(s) will be obtained from any staff, students, and witnesses involved. These statements will be maintained in a confidential file along with all related correspondence. Depending on the assessed risk of retaliation, statements provided by adults may be disclosed to the parent upon request.

## 7. The School's Response

Following the completion of the risk assessment, the Head Teacher will decide the level of action to be taken.

### If the Unacceptable Behaviours is being conducted by a visitor:

All visitors are made aware at entry to ARTS Education what behaviour is expected of them during their visit to the school (See Visitors Policy). So in some instances it may be appropriate simply to ensure the visitor is clear about behaviour standards expected by the school. If there is a failure to comply with schools request of what is defined as acceptable behaviour by the visitor, they will be escorted off the school premises, if issues arise in doing so the police may/will be called as visitors exceeding this would be trespassing.

### If the Unacceptable Behaviour is being conducted by a Parent:

1. Clarify to the parent what is considered acceptable behaviour by the school: In some instances it may be appropriate simply to ensure the parent is clear about behaviour standards expected by the school. This could be explained by a letter from the Head Teacher. This letter may contain a warning about further action if there are further incidents. The parent will be invited to write to the Head Teacher with his/her version of events within 10 working days. Depending on the parent's response a meeting may then be held to discuss the situation and how this can be avoided in future.
2. Invite the parent to an informal meeting to discuss events: This could be helpful to discuss and diffuse the situation. The safety and well-being of those attending such a meeting must be carefully considered. Members of school staff will always be accompanied by at least one other colleague at any such meeting. Consideration should be given to the seating arrangements, and care taken to ensure exits cannot be blocked by a parent who could potentially become aggressive.

The main points of discussion and any agreed actions should be noted, and a follow-up letter or e-mail sent to confirm the school's expectations and any agreed actions.

3. Impose conditions on the parent's contact with the school and its staff: Although fulfilling a public function, schools are private places. The public has no automatic right of entry. Parents of enrolled students have an 'implied

licence' to come onto school premises at certain stated times. It is for schools to define and set out the extent of such access. Parents exceeding this would be trespassing.

Depending on the type, level or frequency of the unacceptable behaviour, the school may consider imposing conditions on the parent's contact with the school. These conditions may include (but are not exclusively):

- Being accompanied to any meeting with a member of the school staff or SLT
- Restricting contact by telephone to named members of the Senior Leadership Team
- Restricting written communications to named members of SLT
- Restricting attendance at school events to those where the parent will be accompanied by a staff member instructed by the SLT team or the SLT member will escort the parent.
- Any other restriction as deemed reasonable and proportionate by the Head Teacher.

Upon imposing conditions, the Head Teacher will inform the parent via letter detailing the specifics and their right to submit written representations within 10 working days. The Head Teacher will then confirm or remove conditions within 10 working days of receiving the parent's response.

Condition reviews occur approximately every six months. Parents may submit written representations considered by the SLT team, who will decide to maintain, extend, or remove conditions. The parent will be notified of the decision within 10 days of the meeting.

Decisions consider the parent's compliance, expressions of regret/assurance, and evidence of cooperation with the school.

If the Unacceptable Behaviours is being conducted by a Staff member:

In this instance please refer to Staff Code of Conduct Policy along with Staff Disciplinary Procedures Policy

## **8. Imposing a Ban**

Following exhausted procedures and persistent aggression/intimidation or extreme violence, the school may ban individuals, including parents, from premises and communication channels.

A provisional ban notification (Head Teacher, 10 working days for written response) precedes a Senior Leadership Team decision (confirmed/removed ban communicated within 10 days).

Confirmed bans allow annual progress meetings with senior staff. Ban reviews (Head Teacher, 6 months intervals) consider compliance, apologies, good conduct assurances, and school cooperation. Decisions (remove/extend ban, impose conditions) are communicated within 10 days.

SLT considers these factors for decision-making.

## **9. Removal from school**

Parents, Visitors or staff members (subject to disciplinary) who have been banned from the school premises and continue to cause a nuisance will be deemed to have committed a section 547 offence of the Education Act. They will be considered trespassers. In these circumstances the offender may be removed from school. This may be carried out by a police officer or person authorised by the Head (or Deputy Head). Legal proceedings may be brought against the person.

## **10. Complaints Policy**

Any complaint that arises from incidents of abusive behaviour will be dealt with under the complaints policy.

## **11. Monitoring and Evaluation**

We review the effectiveness of our policy and practices yearly through student feedback, parent feedback and staff reflection.

## **12. Conclusion**

Dealing with Abusive People Policy at ARTS Education serves as a cornerstone in our commitment to fostering a safe and respectful environment for all. By providing clear reporting procedures, prioritising support for victims, and implementing a zero-tolerance

approach, we strive to empower our community to actively prevent and address abusive behaviour. Through ongoing review, collaboration, and continuous improvement, we aim to cultivate a culture of respect and inclusivity where everyone feels confident, valued, and safe to learn, grow, and thrive.

### **13. Additional information**

[NAHT - Dealing with abusive visitors, violence and threatening behaviour in schools.](#)