

Kindness

Courage

Curiosity

Otford Primary School



Abusive Behaviour of Visitors Policy

Date: Autumn 2026

For Review: Autumn 2028

Otford Primary School Policy on Dealing with Abusive Visitors

STATEMENT OF PRINCIPLES

- The Governing Body of Otford Primary School encourages close links with parents and the community. It believes pupils benefit when the relationship between home and school is a positive one.
- The vast majority of parents, carers and others visiting our school 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, verbal and/or physical abuse towards members of school staff or the wider school community.
- The Governing Body 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 the school staff. This policy outlines the steps that will be taken where behaviour is unacceptable.

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

- shouting at members of the school staff, either in person or over the telephone
- physically intimidating a member of staff or parent (eg standing very close to them)
- the use of aggressive hand gestures
- threatening behaviour physical or verbal towards staff or families on the school site
- shaking or holding a fist towards another person
- swearing
- pushing
- hitting (eg slapping, punching and kicking)
- spitting

- breaching the school's security and Safeguarding procedures.

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

Dealing with abusive visitors, violence and threatening behaviour in schools.

Unacceptable behaviour may also result in the employing body and the police being informed of the incident.

Meetings. Demanding immediate meetings with staff members who are on the playground in the morning or by visiting without prior arrangement during the school day is not acceptable. Should a parent wish to meet with a teacher or member of SLT, this will only be possible by booking an appointment via the school office. Abusive behaviour towards staff should appointments not be immediately available will not be tolerated and could result in a ban from the school site.

Procedure to be followed:

If a parent/carer behaves unacceptably towards a member of the school community, the head teacher will seek to resolve the situation through discussion and mediation.

If it's appropriate, the school's complaints procedures should be followed. The parent/ carer maybe given a "Mind to Ban" letter which invites a response from the parent to the school within a 48 hour window. The school will then respond to this letter within 5 working days to communicate the outcome of this letter.

Where all relevant procedures have been exhausted and aggression or intimidation continue, or where there is an extreme act of violence, a parent/carer may be banned by the Headteacher/ Governing Body from the school's premises for a defined period. In imposing a ban, the following steps will be taken:

1. The parent/carer will be informed, in writing, that they are banned from the school's premises, subject to review, and what will happen if the ban is breached eg police involvement or an injunction application may follow.
2. Where an assault has led to a ban, a statement indicating 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 school 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 school 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 bi- annually.