



Unacceptable, Violent and Abusive Behaviour Policy

Author	Shane Case	Source	The Key
Approved By	ELT	Status	Non-Statutory
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Details of Policy Updates

Date	Details

Aim of our Unacceptable, Violent and Abusive Behaviour Policy

At North Star Academy Trust, we value and encourage strong relationships with parents and the community. We believe a positive home-school connection benefits pupils greatly. However, in some instances, negative attitudes towards the school can lead to aggression, verbal or physical abuse towards staff or the wider community. This policy outlines how we will address such unacceptable, violent, and abusive behaviour. We strive to provide a safe and respectful environment for all members of our school community, and this policy ensures the well-being of staff, students, and visitors.

Types of Behaviour that are considered, serious, unacceptable and will not be tolerated

- Shouting at members of school staff in person or over the phone.
- Physically intimidating a member of school staff, e.g., standing very close to them in a threatening manner.
- Using obscene or threatening hand gestures.
- Threatening behaviour, including verbal threats and threatening physical gestures.
- Swearing or using offensive language.
- Pushing, shoving, or any other unwanted physical contact.
- Hitting, e.g., slapping, punching, kicking, or throwing objects.
- Spitting or other bodily fluids.
- Discriminatory or offensive comments
- Damaging school property or personal belongings of staff or students.
- Breaching the school's security procedures.
- Aggressive or threatening phone calls, emails, or messages on social media directed towards staff, their families, or students.
- Cyberbullying on social media or school platforms.
- Harassing or pressuring communication: This includes excessively demanding, harassing, or pressuring emails, phone calls, or messages on social media directed towards staff, their families, or students.

What happens if a parent or guardian acts inappropriately towards someone at school?

School staff take all concerns seriously. If this occurs, the headteacher or a senior leader will try to resolve the situation calmly by talking it through and finding a solution that works for everyone. If this initial conversation doesn't resolve the issue, the school's formal complaints procedure will be followed. In very rare cases, if attempts to address the situation fail and the parent or guardian continues to be aggressive, intimidating, or violent, the headteacher may temporarily ban them from school grounds. This ban would be reviewed after a set period.

What to expect if a ban is issued:

1. **Written Notification:** You will receive a written letter informing you of the ban from school grounds, that it's subject to review, and the consequences of breaking the ban. This may include involvement from the police or a court order restricting your presence.
2. **Reporting Serious Incidents:** If the reason for the ban involves an assault, the letter will state that the incident has been reported to the local authorities and the police.
3. **Governance Awareness:** The school's governing body or local authority will be informed of the ban.
4. **Student Pick-Up and Drop-Off:** If necessary, alternative arrangements will be made for someone else to pick up and drop off your child(ren) from school.

Ban Duration and Goals

Bans are temporary and imposed for a specific period. They are not meant to be indefinite, reserved only for extremely serious misconduct. The length should be enough to clearly communicate the severity of the offense, but not excessively long. The ultimate goal is to restore positive relations as soon as possible. Even permanent bans are reviewed periodically based on a parent's demonstrated behaviour changes.

Benefits of a Ban

- **Deters Misconduct:** A ban sends a clear message that the school will not tolerate inappropriate behaviour from parents.
- **Prioritises Safety:** It shows the school's commitment to a safe environment for staff, students, and visitors.
- **Supports Legal Action:** A ban strengthens the school's ability to pursue legal options (e.g., trespass charges) for repeated offenses.
- **Discourages Repetition:** It discourages parents from engaging in further inappropriate behaviour.

Parental Rights

The school prioritises communication, even with a ban in place. Parents retain the right to annual consultations about their child's education. However, the school may determine the meeting location (e.g., off-site) and attendees (e.g., a senior staff member present).

Options Before a Ban

Before resorting to a ban, the headteacher has several options:

- **Structured Meeting:** A planned meeting with the parent to discuss the incident, possibly involving skilled facilitators.
- **Restorative Process:** This aims to resolve conflict and rebuild relationships, prioritizing safety.
- **Clarifying Expectations:** A clear explanation of the school's behaviour standards for parents.

Additional Measures (if needed):

- **Police Assistance:** Police will be called in emergencies or if a banned person enters the school grounds.
- **Legal Action:** Legal action may be taken for trespassing (Section 547 of the Education Act 1996).

Alternatives to Legal Action:

- **Behaviour Contracts:** Voluntary agreements outlining acceptable behaviour.
- **Anti-Social Behaviour Orders (ASBOs):** Court orders to prevent further harassment or alarm.
- **Restraining Orders:** Court orders to protect individuals from harassment or violence.

Record Keeping

The school maintains detailed records of incidents, including witness statements and meeting notes. Parents receive written confirmation of events and the headteacher's response.

Staff Support

The school offers various support resources for staff who experience serious abuse from parents.

Conclusion

The local authority may also take action for unacceptable behaviour. This policy promotes fairness and consistency and is reviewed annually.

Appendix A: Dealing with Difficult Phone Calls

Introduction

This guide equips staff to handle challenging phone calls, including those that are abusive, aggressive, or threatening.

Remember: It's never acceptable for staff to be mistreated.

De-escalation Techniques:

- **Stay Calm and Polite:** Maintain composure and professionalism throughout the call.
- **Active Listening:** Reiterate information to confirm understanding and build rapport.
- **Positive Language:** Focus on solutions and what you can do to help.
- **Clear Communication:** Avoid jargon and be clear with your message.
- **Acknowledge Errors:** If there's a mistake, apologize and work to rectify it.
- **Hold Updates:** Inform callers about holds and provide updates regularly.
- **Document Calls:** Take notes of the conversation for future reference.

Ending Abusive Calls:

- **Warning for Raised Voice:** State that raised voices won't be tolerated.
- **Second Warning and Options:** Explain that continued rudeness will end the call or offer written communication.
- **Termination:** If the caller persists, calmly end the call.

Follow-up:

- **Incident Report:** Document the call using the incident report form.
- **Headteacher Notification:** Inform your Headteacher about the incident

Appendix B: Cyberbullying and Staff

Introduction

Cyberbullying can target staff like any other form of bullying. This guide outlines how the school tackles such abuse.

What is Cyberbullying?

Cyberbullying involves threats, harassment, humiliation, or impersonation using technology like:

- Email
- Online Chat Rooms
- Social Media
- Text Messages

Impact of Cyberbullying:

Cyberbullying can significantly impact a staff member's well-being and confidence.

School Policy:

The school has a zero-tolerance policy for harassment against staff. This includes online abuse.

Legal Aspects

Various laws can address cyberbullying, including:

- Protection from Harassment Act 1997
- Malicious Communications Act 1988

School's Role:

The school's behaviour policy will explicitly address cyberbullying of staff and students. It will cover:

- Acceptable Use of School Equipment
- Acceptable Use of Personal Devices at School
- Acceptable Online Behaviour On and Off School Grounds

Appendix C: Responding to Incidents

- **Do Not Retaliate:** Avoid engaging with the cyberbully directly.
- **Keep Evidence:** Save any abusive messages (emails, texts, etc.).
- **Report the Incident:** Inform the Headteacher or Head of Year immediately.
- **Disciplinary Action:** If the perpetrator is a student, follow the school's disciplinary procedures.
- **Police Involvement:** Report potential criminal acts (threats, assault) to the police.
- **Content Removal:** Request the removal of offensive content from online platforms.

Support for Staff:

The school's legal team can offer support and advice to staff experiencing cyberbullying.

Appendix D: Incident Report Form

Relevant incidents include trespass, nuisance or disturbance on school premises, verbal abuse, sexual or racial abuse, threats, aggression, physical violence and intentional damage to property. 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 complete the form on their behalf. The completed form should be passed to the head teacher, for appropriate action and recording.

Date of incident	
Time of incident	
Name of person reporting incident	
Date incident reported	
Member of staff recording the incident	
Date incident recorded	
Name(s) of person(s) causing incident (where name(s) is/are unknown, provide other details 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)	
Witness to the incident:	

Appendix E: Letter Template



Long Cross, Lawrence Weston, Bristol, BS11 0QA

Telephone: 0117 3772275

E-Mail: Northstar240@northstar-academy.co.uk

www.northstar-academy.co.uk

Dear

At North Star 240, all members of staff have the right to work without fear of violence and abuse. We expect parents and other visitors to behave in a reasonable way towards members of school staff. Types of behaviour that are considered serious and unacceptable and will not be tolerated:

- * Shouting at members of the school 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 school's security procedures.

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

I am writing to advise you that I have received a report about your conduct at the school on (enter date and time).

(Add factual summary of the incident and of its effect on staff, pupils, and other parents.)

I must inform you that the Governing Body will not tolerate conduct of this nature on its premises and will act to protect its staff and pupils. Therefore, I am writing to advise you that an incident log has been completed and will be kept on record should further episodes of this type be reported, and further action be necessary.

Yours faithfully

Headteacher

Cc Chair of Governors

Chief Executive Officer – Kaye Palmer-Greene B.Ed. (Hons) NPQH NLE