

# Anti-harassment Policy - managing aggressive behaviour by parents and visitors to our schools (website version) (CST)

This policy is applicable to all CST Schools Trust (CST) schools and academies

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## 1. Statement of principles ¶

CfBT Schools Trust (CST) encourages close links with parents and the community. It believes that 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.

CST 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. However, 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 our 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 will not be tolerated:

- shouting at members of the school staff, either in person or over the telephone
- physically intimidating a member of staff
- the use of aggressive gestures
- threatening behaviour
- racist, sexist, homophobic or transgender comments
- insults or swearing
- damage to personal property
- hitting, e.g. pushing, 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.*

**Unacceptable behaviour may result in CST and the police being informed of the incident.**

## 2. Procedure ¶

If a parent/carer behaves in an unacceptable way towards a member of the school community, the Head of School/Headteacher or appropriate senior staff will seek to resolve the situation through discussion and mediation. If necessary, the school's complaints procedures should be followed. Where all procedures have been exhausted, and aggression or intimidation continue, or where there is an extreme act of violence, a parent or carer may be banned by the Headteacher from the school premises for a period of time, subject to review.

In imposing a ban, the following steps will be taken:

1. The parent/carer 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 CST and the police will be included.
3. The CEO and Trustees of CST will be informed of the ban.
4. Where appropriate, arrangements for pupils being delivered to, and collected from the school gate will be clarified.

### 3. Conclusion ¶

The Trust may take action where behaviour is unacceptable or there are serious breaches of the home-school code of conduct or health and safety legislation. In implementing this policy, the school will, as appropriate, seek advice from the CST's regional, safeguarding and legal leads, to ensure fairness and consistency.

**Signed by: Andy Yarrow, Chief Executive, CfBT Schools Trust**

**This policy will be reviewed annually.**

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Provision Committee Review Date: Friday 01st September 2017

*Originally created on Friday 01st September 2017*