



Watford Grammar School for Girls

Dealing with Abusive Adult Behaviour Policy

First Date of Issue	March 2018
Reviewed on	March 2021
This version adopted by Board of Governors	
Next review date	March 2023
Committee Responsible	Resources
In school Policy	

Web Version – minus Appendix 1 re Model Letters

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1. Statement of principles

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 professional guidance on dealing with abusive parents/carers.

At Watford Grammar School for Girls, we value the positive relationships forged with parents/carers and visitors to the school. We encourage close links with parents/carers and the community and believe that students benefit when the relationship between home and school is a positive one. We also strive to make our school a place where as adults we model for students the behaviour we teach and expect. In general, we place a high importance on good manners, positive communication and mutual respect.

Almost all parents, carers and visitors to Watford Grammar School for Girls are keen to work with us and are supportive of the school. However, **on very rare occasions** the behaviour of a small number of parents or visitors falls short of what we expect. This sometimes manifests itself in aggression or abuse towards members of the school community. This can be in written communication (including social media), on the telephone, via virtual platform such as Teams or in face-to-face incidents.

In these situations we expect members of staff to behave professionally, attempting to defuse the situation where possible and seeking the involvement as appropriate of other colleagues.

The overriding principle is, however, that all members of the school community have the right to work or be in school without fear of violence and abuse from parents/carers. The board of governors has a requirement to protect staff and students from such aggression.

The progress and well-being of the parent/carer's child(ren) will be fully considered. Actions taken against the parent/carer/visitor will be reasonable and proportionate. The parent/carer/visitor will have the opportunity to put their views forward at every stage. In the case of the imposition of conditions or a ban from school, robust review processes involving the Chair of Governors and then the governing body are in place to ensure fairness.

2. Definition of unacceptable behaviour

We consider that aggressive, abusive or insulting behaviour or language from a parent/carer/visitor presents a risk to staff or students. Unacceptable behaviour is such that makes a member of staff or student feel threatened. The following is not an exhaustive list but seeks to provide illustrations of such behaviour:

- any kind of insult as an attempt to demean, embarrass or undermine
- any kind of threat
- raising of voice so as to be intimidating
- physical intimidation, eg by standing very close to him/her or the use of aggressive hand gestures
- use of foul or abusive language
- Racist, homophobic or gender related comments
- any kind of physical abuse

3. Legislation and Guidance

This policy makes reference to the following legislation or guidance:

- DfE Guidance: Controlling access to school premises. November 2018.
- Digital Education Resource Archive: A legal toolkit for schools: Tackling abuse, threats and violence towards members of the school community. July 2021

4. Guidance on acceptable behaviour

The school will display a poster in Appendix 2 in the reception area as clear guidance for appropriate behaviour when in the school parent/carer/visitors.

The school will also publish protocols for behaviour for meetings such as Parents Consultation Evenings.

5. The School's approach to dealing with incidents

If a parent/carer/visitor behaves in an unacceptable way towards a member of the school community they should contact the Headmistress or appropriate senior staff as soon as possible who will assess the level of risk before deciding on a future course of action. If the member of staff feels physically threatened they should seek safety first and then make contact. The course of action will be reasonable and commensurate with the assessed level of risk.

5.1. Risk Assessment

The Headmistress will carry out a risk assessment in order to help make a decision about the level of response. In all cases the response will be reasonable and proportionate. The Headmistress will consider the following questions:

- 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 parent/carer's behaviour?
- Is there any evidence of provocation?
- How high is the assessed risk that this will be repeated or there will be retaliation at the school's action? (low, medium, high).

5.2. Recording of Incidents

Staff/students subject to abuse and witnesses will make written statements about incident(s) which will be kept in a file with subsequent letters. This file will be kept by the Headmistress. Depending on an assessment of the risk of retaliation to witnesses or individuals, statements made by adults may be made available to the parent/carer/visitor if they request it.

5.3. The School's response

Following the completion of the risk assessment, the Headmistress will decide the level of action to be taken. Actions will include the following:

5.3.1. Clarify to the parent/carer what is considered acceptable behaviour by the school

In some instances it may be appropriate simply to ensure the parent/carer/visitor is clear about behaviour standards expected by the school. This could be explained by letter from the Headmistress. This letter may contain a warning about further action if there are further incidents. The parent/carer/visitor will be invited to write to the Headmistress with their version of events within 10 working days. Depending on the parent/carer's/visitor's response a meeting may then be held to discuss the situation and how this can be avoided in future.

5.3.2. Invite the parent/carer to an informal meeting to discuss events

This could be helpful to discuss and defuse the situation.

The safety and well-being of those attending such a meeting must be carefully considered. It is strongly recommended that members of school staff should 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/carer/visitor 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.

5.3.3. Impose conditions on the parent/carer'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/carers/visitors 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/carers/visitors exceeding this would be trespassing.

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

- being accompanied to any meeting with a member of school staff by a member of SLT
- restricting contact by telephone or Teams to named members of the senior leadership team
- restricting written communications to named members of the senior leadership team
- restricting attendance at school events to those where the parent/carer/visitor be accompanied by a member of the senior leadership of the school
- any other restriction as deemed reasonable and proportionate by the Headmistress.

In this case the parent/carer/visitor will be informed by letter from the Headmistress the details of the conditions being imposed. The parent/carer/visitor would then be given 10 working days from the date of that letter to make representations in writing about the conditions to the Chair of Governors. The Chair of Governors would then decide whether to confirm or remove the conditions. This would be communicated to the parent/carer/visitor in writing within 10 working days of the date of the parent/carer's letter.

If the decision is to confirm the conditions imposed, this decision will be reviewed by the governing body after approximately six months (and every six months after that, if appropriate). The parent/carer/visitor will be invited to make written representation to the governors. This and the evidence from the Headmistress will be considered at a meeting of the full governing body. Governors may decide to maintain, extend or remove the conditions. The decision of the review will be communicated to the parent/carer/visitor by the clerk to the governors within 10 days of the date of the meeting.

When deciding whether it will be necessary to maintain, extend or remove the conditions, governors will give consideration to the extent of the parent/carer/visitor's compliance with the conditions, any appropriate expressions of regret and assurance of future good conduct received from him/her and any evidence of the parent/carer/visitor's co-operation with the school in other respects.

5.3.4. Imposing a ban

Where other procedures have been exhausted and aggression or intimidation continues OR where there is an extreme act of violence then the school may consider banning the individual from school premises. This will include banning a parent/carer from accessing school staff by written communication, via remote platform such as Teams or SchoolCloud or telephone.

In these circumstances, the individual would be advised in writing by the Headmistress that a provisional ban is being imposed. The parent/carer/visitor would then be given 10 working days from the date of that letter to make representations about the ban in writing to the Chair of Governors. The Chair of Governors would then decide whether to confirm or remove the ban. This would be communicated to the parent/carer/visitor in writing within 10 working days of the receipt of their letter.

If the Chair's decision is to confirm the ban, parents/carers/visitor in these circumstances will be offered an annual meeting about their child's progress, usually with a member of senior staff.

A decision to impose a ban will be reviewed by the governing body after approximately six months (and every six months after that, if appropriate). The parent/carer/visitor will be invited to make written representation to the governors; this and the evidence from the Headmistress will be considered at a meeting of the full governing body. Governors may decide to remove the ban, extend the ban or impose conditions on parent/carer/visitor's access to the school. The decision of the review will be communicated to the parent/carer by the clerk to the governors within 10 days of the date of the meeting.

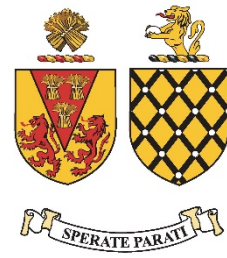
In deciding whether to remove or extend the ban or impose conditions, governors will give consideration to the extent of the parent/carer/visitor's compliance with the ban, any appropriate expressions of regret and assurance of future good conduct received from him/her and any evidence of the parent/carer's co-operation with the school in other respects.

5.3.5. Removal from school

Parents/carers/visitors who have been banned from the school premises and continue to cause a nuisance will be deemed to have committed a section 547 offence. They will be considered as 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 governing body. Legal proceedings may be brought against the parent/carer/visitor.

Appendix 1 Model Letters – WGGGS version only.

Appendix 2 : Poster to be displayed



We welcome visitors to our school.

We will act to ensure it remains a safe place for pupils, staff and all other members of our community.

If you have concerns, we will always listen to them and seek to address them.

Please be aware, however, that abusive, threatening or violent behaviour will not be tolerated in this school.

Visitors behaving in this way are likely to be removed from the premises and maybe prosecuted.

Sylvia Tai
Headmistress

Nick Moorhouse
Chair of Governors