



Dealing with Aggressive Behaviour from Adults Policy

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Audience: OPEN

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1. Aims

This policy aims to:

- Provide clear guidelines on our approach to dealing with aggressive behaviour or inappropriate language by adults on the school site
- Establish a protocol to ensure that parents and staff maintain professional and approachable relationships

2. Philosophy

At Newnham Junior School we are proud of our positive relationship with the parents/carers of the children attending the school. We know that when we work as a team with staff, children and parents, the children achieve and progress. For this to happen it is essential that professional and supportive relationships are maintained.

However, pupils, staff and adults at school should not be exposed to parents or any adult who cannot express themselves respectfully. This is a fundamental policy of any school. Our school handles a range of issues across all year groups in a normal school day. Newnham Junior School has very experienced staff that have the pupils' welfare as the focus of their actions. We ask for the respect and trust of parents when we deal with their children. We expect parents to accept our decisions as being in the best interest of all concerned.

3. Procedure for tackling challenging behaviour from parents/adults

The procedure for tackling challenging behaviour from parents is as follows:

- i. If a member of staff feels that they have been spoken to with disrespect they should report it immediately to their line manager. Strategies for dealing with the situation will be discussed. It is recommended that a meeting is arranged between the parent and teacher (with a member of the Senior Leadership Team present if required).
- ii. If the matter is not resolved or recurs, it will be referred to the Headteachers. This will be formally logged and a decision will be made on whether to arrange an interview with the parents.
- iii. If the situation remains ongoing, the Headteachers will write a formal letter to the parent, (copied to the Chair of Governors), outlining the concerns. This may lead to the parents having to attend a formal interview to meet with the Headteachers. (All interviews at this stage will have notes taken by an observer).

- iv. In the unlikely event that the matter is still not resolved, the Headteachers will make a decision, with advice from the LA and the Chair of Governors, on whether to send a warning letter with regard to a possible ban.
 - v. The final act would be to ban the parents from the school site.
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- If there is an incident which is particularly serious, the Headteachers and Chair of Governors may decide to omit some of these steps.
 - The Headteachers/Chair of Governors will decide if the police need to be informed.
 - If a parent/ adult has been barred previously and re-offends a further ban/ permanent ban may be enforced. The Local Authority may also be informed.

4. Procedure to address inappropriate language on the school site

Inappropriate language means swearing, the use of threatening words or inappropriate conversation.

A child uses inappropriate language

The child will be spoken to immediately and the issue investigated by a member of staff. The class teacher will be informed.

A parent/adult uses inappropriate language

This should be reported to the member of staff on duty or member of Senior Leadership Team/Headteachers. The parent/adult will be spoken to on the same day to discuss if/why inappropriate language should not be used on the school site.

If it recurs, a letter will be given to the parent, warning that it could lead to a ban from the school site.

A member of staff uses inappropriate language

This should be reported immediately to the Assistant Headteacher/Headteachers. This will be investigated on the same day and appropriate action will be taken.

If a member of staff continues to use inappropriate language, they will be referred to the Staff Disciplinary Policy where it outlines the procedures towards disciplinary action.

5. Procedure to address inappropriate behaviour by adults on the school site

Inappropriate behaviour means disrespectful conduct towards people or property within the school site.

Parents have no right to approach other parents or children with regard to allegations of bullying and should refer the matter to the class teacher or Headteacher. Parents and staff should always treat each other with trust and respect when discussing matters concerning their children.

An adult approaches another child

The adult will be spoken to by a member of Senior Leadership Team. This will be reported to the Headteachers and recorded.

A parent approaches another parent.

The parent should report this to the member of staff on duty or member of Senior Leadership Team/Headteachers. The parent will be spoken to by a member of Senior Leadership Team. This will be reported to the Headteachers and recorded.

A parent approaches a member of staff

This should be reported immediately to the Assistant Headteacher/Headteachers. This will be investigated on the same day and the member of staff will be informed of the action taken. The parent will be spoken to by the Headteacher and the results will be recorded in writing.

Recurring inappropriate behaviour

If a parent continues to use inappropriate behaviour, they will be sent a letter and referred to the procedure for dealing with this type of behaviour. This indicates how anti-social behaviour, when not corrected, can lead to interviews with the Headteachers and governors. This can then lead to a ban from the school site.

If a member of staff continues to use inappropriate behaviour, they will be referred to the Staff Disciplinary Policy.

6. Inclusion

The principles of this policy apply to all pupils and their parents/carers, including those with special educational needs or disabilities.

We recognise that parents/carers with educational needs may find it more challenging to conform to this policy.

7. Links with other policies

- Positive Behaviour

Newnham Junior School

This document was approved and adopted by the governing body

Date

October 2023

Name of the Chair of Governors

Tanya Huehns

Signature of the Chair of Governors

Date	Status	Comments
October 2021	New Policy	Approved by Curriculum Committee & FGB
October 2023	Approved	No changes