

POLICY ON MANAGING AGGRESSIVE BEHAVIOUR FROM PARENTS AND VISITORS

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Approval by:

FULL TRUSTEE BODY/
A&C COMMITTEE/
HR & FINANCE COMMITTEE/
BH&S COMMITTEE
ACADEMY PRINCIPAL

1. Statement of intent

Oxley Park Academy encourages close links with parents and the community. We believe that pupils benefit when the relationship between home and the academy is a positive one.

The vast majority of parents, carers and others visiting our academy are keen to work with us and are supportive of the academy. However, on the rare occasions when a negative attitude towards the academy is expressed, this can result in aggression and verbal and/or physical abuse towards academy staff.

Our academy expects and requires its 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 staff have the right to work without fear of violence and abuse and the right, in extreme cases, to appropriate self-defence.

We expect parents and other visitors to behave in a reasonable way towards the academy staff. This policy outlines the steps that will be taken where behaviour is unacceptable.

2. Behaviour

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

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

- Shouting at academy 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 academy staff
- Shaking or holding a fist towards another person
- Swearing at a member of the academy staff
- Pushing
- Hitting, e.g. slapping, punching and kicking
- Spitting
- Racist, sexist or any other discriminatory comments
- Breaking the academy's security procedures

Unacceptable behaviour will result in the Police being informed of the incident.

3. Procedure

When a family member or member of the public behaves unacceptably towards a member of the academy staff, the Executive Principal or appropriate senior staff will seek to resolve the situation through written communication, discussion and/or mediation. If necessary, the academy's complaints procedure should be followed.

Where all procedures have been exhausted, and aggression or intimidation continue, or where there is an extreme act of violence, a family member may be banned by the Executive Principal from the academy premises for some time, subject to review.

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

- The parent/carer will be informed, in writing, that s/he is banned from the premises, subject to review, and what will happen if the ban is breached, e.g. that an injunction application may follow.
- Where an assault has led to a ban, a statement indicating that the matter has been reported to the Police will be included.
- The Chair of Trustees will be informed of the ban.
- Where appropriate, arrangements for pupils to be delivered to, and collected from the academy gate, will be clarified.

4. Conclusion

Oxley Park Academy will take action where behaviour is unacceptable and breaches our home-school code of conduct or health and safety legislation.

In implementing this policy, the academy will, as appropriate, seek advice from our legal advisors, to ensure fairness and consistency.