



St. Peter & St. Paul CE Primary School, Burgh-le-Marsh
“Striving for excellence together in a caring Christian community.”
RESPECT COMPASSION COURAGE



POLICY ON DEALING WITH VIOLENT AND ABUSIVE VISITORS

Responsibility: Governing Body

Approved: July 2023

To be reviewed: Every two years or in the event of legislation change or incident.

Last reviewed: January 2024, January 2026 *(expanding unacceptable behaviours to include online abuse, introducing formal incident-logging and escalation procedures, establishing clearer review and re-entry processes for banned visitors)*

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STATEMENT OF PRINCIPLES

The governing body encourages close links with parents and the wider community. Pupils benefit when relationships between home and school are positive and respectful. The vast majority of parents, carers and visitors work constructively with the school.

However, on rare occasions, negative attitudes or behaviours may escalate into aggression, verbal abuse or physical abuse directed towards staff or other members of the school community. The school is committed to maintaining a safe, respectful and secure environment for pupils, staff and visitors.

Staff are expected to act professionally and attempt to defuse challenging situations wherever possible, seeking support from colleagues when appropriate. All staff have the right to work without fear of violence, abuse, intimidation or harassment, and the right in extreme circumstances to take reasonable steps in self-defence.

Parents and visitors are expected to conduct themselves reasonably and respectfully at all times. This policy explains the steps that will be taken where behaviour is unacceptable.

All actions under this policy will be applied fairly, proportionately and in compliance with the **Equality Act 2010**.

This policy supports our Christian values of **Respect, Compassion and Courage** by promoting a safe and respectful environment for children, staff and visitors.

SECTION 1 — Alignment with Statutory Safeguarding Guidance

This policy should be read alongside **Keeping Children Safe in Education (KCSIE)** and other relevant Department for Education safeguarding guidance, as well as the school’s Safeguarding and Child Protection Policy.

The school has a legal duty under the **Education Act 2002** to safeguard and promote the welfare of pupils, which includes protecting staff and visitors from violence, abuse and intimidation.

TYPES OF UNACCEPTABLE BEHAVIOUR

The following behaviours are considered serious and unacceptable:

- Shouting at staff, in person or by telephone
- Physically intimidating staff (e.g., standing very close, blocking movement)

- Aggressive hand gestures
- Threatening behaviour
- Shaking or holding a fist towards another person
- Swearing
- Pushing
- Hitting (slapping, punching, kicking)
- Spitting
- Breaching site security procedures

This list is not exhaustive.

SECTION 2 — UPDATED FORMS OF UNACCEPTABLE BEHAVIOUR

In addition, the school considers the following behaviours unacceptable:

- Aggressive, threatening or hostile **emails, messages, voicemails or online posts**.
- Filming or recording staff **without permission**, especially for intimidation or online broadcast.
- Posting defamatory, abusive or inflammatory comments about the school or staff on **social media** or public forums.
- Persistent, excessive or harassing communication that places unreasonable demands on staff.
- Any behaviour constituting harassment, discrimination or abuse relating to **protected characteristics**.

Unacceptable behaviour may result in the Local Authority and/or police being informed.

PROCEDURE TO BE FOLLOWED

Where a parent/carer behaves in an unacceptable manner towards any member of the school community, the Headteacher will seek to resolve the situation through discussion, restorative approaches or mediation where appropriate. If relevant, the school's Complaints Procedure may be applied.

If aggression, intimidation or abuse continue—or where there is an extreme act of violence—the Headteacher may ban a parent/carer from the school premises for a specified period.

When imposing a ban:

- The parent/carer will receive written notification explaining the ban, its duration, review arrangements, and consequences of breaching it (e.g., police involvement or legal action).
- Where an assault has occurred, the letter will confirm that the matter has been reported to the Local Authority and police.
- The Chair of Governors will be informed.
- Arrangements for the safe collection and drop-off of pupils will be communicated.

SECTION 3 — LEGAL CONTEXT AND POWERS

The Headteacher has the authority to restrict access to the school site to protect the safety and wellbeing of pupils, staff and visitors. Bans may be extended or made permanent where behaviour does not improve.

SECTION 5 — RECORDING AND ESCALATION

All incidents of violence, aggression, threats or abuse will be logged via the school's secure reporting system. Evidence such as written statements, screenshots or audio records may be retained.

Escalation may include contacting:

- The **Local Authority Health & Safety Team**
- The **Local Authority Legal Services**
- The **Police**

Staff must report incidents promptly to SLT.

SECTION 6 — STAFF WELLBEING AND POST-INCIDENT SUPPORT

Following any significant incident, staff will be offered:

- A debrief with a senior leader
- Access to Occupational Health or counselling services
- Support from union representatives
- Adjustment of duties or time away from duties where appropriate

The school recognises the emotional and physical impact of such incidents.

SECTION 7 — REVIEW OF BANS AND RE-ENTRY PROCESSES

After a defined period (typically 6–12 weeks), banned individuals will be invited to a review meeting.

- Reinstatement is not automatic and depends on evidence of improved conduct.
- Individuals may be asked to agree to conduct expectations before returning to site.
- Breaches of the ban may lead to extended or permanent restrictions and possible police involvement.

SECTION 8 — SAFEGUARDING DURING COLLECTION AND CONTACT

Where a parent/carer is banned:

- Pupil handover may occur at designated boundary points.
- Direct contact between banned individuals and staff will be restricted.
- Communication will be through agreed channels only (e.g., email, written communication).

These arrangements ensure the safety of pupils and staff while complying with safeguarding duties.

CONCLUSION

The Local Authority may take action where behaviour is unacceptable or breaches health and safety or home–school conduct standards. The school will seek advice from the Local Authority Education, Health & Safety and Legal Teams to ensure fairness and consistency.

We will also follow union, Local Authority and police guidance when dealing with violent or abusive visitors.