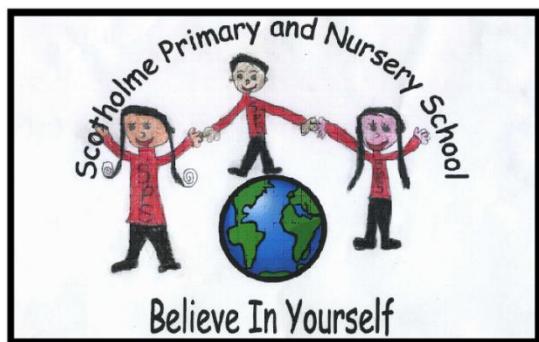


Dealing with conflict within the school community



The governing body of Scotholme Primary School 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 or a parent/carer is expressed, this can result in aggression, verbal and/or physical abuse towards members of school staff or the wider school community eg parents and family members.

We recognise that sometimes difficult situations occur between parents/family members of our pupils, which can also result in aggression as above.

The governing body 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 school staff.

We ask everyone who is part of our school community to follow the same rules:

Care for everything and everyone

Follow instructions to make the right choices

Show good manners

We take responsibility for our own learning and behaviour.

This policy outlines the steps that will be taken where behaviour is unacceptable.

Dealing with conflict within the school community

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, e.g. standing very close to her/him
- the use of aggressive hand gestures
- threatening behaviour
- shaking or holding a fist or finger towards another person
- swearing
- pushing
- hitting, e.g. slapping, punching and kicking
- spitting
- racist or sexist comments
- breaching the school's security procedures
- aggressive or threatening behaviour towards staff, their families or other parents and family members via social media

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

Unacceptable behaviour may result in the local authority and the police being informed of the incident.

If a parent/carer behaves in an unacceptable way towards any member of the school community (this includes another parent or family member), the Head Teacher or appropriate senior member of 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, intimidation or inappropriate behaviour continue, or where there is an extreme act of violence, a parent or carer may be banned by the Head Teacher from the school premises for a period of time, subject to review.

Dealing with conflict within the school community

When 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 the local authority and the police will be included
3. The chair of governors and Local Authority will be informed of the ban
4. Where appropriate, arrangements for pupils being delivered to, and collected from the school gate will be clarified.

Conclusion

The local authority itself may take action where behaviour is unacceptable or there are serious breaches of our home-school code of conduct or health and safety legislation.

In implementing this policy, the school will, as appropriate, seek advice from the Local Authority's education, health and safety and legal departments, to ensure fairness and consistency.

This Policy is based on the NAHT Model Policy and guidance and will be reviewed annually.

POLICY REVIEWED: July 2016

NEXT REVIEW DATE: July 2017