



*Creative
Education
Trust*

Aggressive Visitors Policy

1. Introduction

The Academy will not tolerate physical or verbal abuse or aggressive behaviour directed towards any member of staff, a student, visitor or volunteer originating from a parent, carer or member of the public and will take appropriate action to calm and diffuse any situation that may arise in a fair and consistent manner.

Where conflict cannot be resolved or diffused or there is the possibility of imminent physical harm towards an individual or Academy property, the Academy reserves the right to call upon the Police to intervene. The Academy also reserves the right to consider banning an individual from Academy premises as a result of their abusive or aggressive behaviour.

2. Objectives of the policy

- To protect all teaching and non-teaching staff and students, visitors and volunteers at the Academy from potential physical/verbal or emotional abuse
- To defuse the potential conflict situation as far as possible
- To deal fairly and fully with any complaint or concern
- To inform the complainants in a non-aggressive but firm manner of the results of any enquiry
- To inform the complainant of their right of appeal to the Governors' Complaints Panel if a complaint is not resolved by the Academy (via Complaints Procedure/Policy)
- To ensure that, where a ban from the Academy Premises is considered, it is fair, consistent and proportionate to the incident and that the correct procedure is followed

3. Procedure

On the Academy Premises

If a parent, carer or member of the public begins to exhibit aggressive or abusive behaviour towards any member of staff, a student, visitor or volunteer whilst on the Academy premises the nearest member of staff shall contact the most senior member of staff possible and inform them of the situation. Where possible the Senior Member of Staff will attend and take charge of further actions. The complainant **MUST NOT** be allowed access to a staff member about whom they are complaining. The appropriate member of staff will politely instruct the complainant to leave the premises.

If this becomes difficult, they ensure the area is cleared of unnecessary people (students, staff or visitors) who could be at risk from harm should the situation escalate. The police should then be called.

If the complainant is calm enough to listen:

- Explain that what the complainant is saying is important, but that they will now have to express their concerns in writing
- Explain that the information they have provided has been taken seriously and will have to be passed to the appropriate member of staff, (if the complaint is about the Principal, the CEO will be informed) who will investigate and respond directly to them.
- Explain that when the complaint/issue is received in writing, the investigation/resolution may take several days but that the staff member, Principal, Academy Councilor or Trust representative will contact them as soon as possible
- Explain that the Aggressive Visitors Policy and the Complaints Policy are available on the academy website.
- Try to get them to leave in a calm and quiet manner. If this becomes difficult the police should be contacted.

In extreme cases, (e.g. threatened or actual physical violence or assault, refusal to leave the premises etc.) the Senior Member of Staff shall stop the conversation and summon the Police immediately.

Over the Telephone

If a parent, carer or member of the public begins to exhibit aggressive or abusive behaviour (e.g. use of foul language or verbal threats) towards any member of staff during a telephone call, the member of staff shall

- Calmly state that the language used is unacceptable and that they will end the call if it continues
- Try to establish the name and contact details of the complainant and the nature of the complaint if possible and state that a member of the leadership team will return their call as soon as possible
- End the call. Make notes of what was said immediately on termination of the call and then report the incident to a member of the leadership team
- A member of the leadership team will contact the complainant to establish the nature of the complaint and try to resolve the problem.

Written Abuse

If a member of staff receives written correspondence (e.g. letter, e-mail or text) of a threatening or abusive nature from a parent, carer or member of the public, this shall be reported immediately to a member of the leadership team and a copy retained as evidence.

The receiving member of staff will not reply to the correspondence without first agreeing the response with the leadership team member (or, in preference, the leadership team member will respond on their behalf). The response may include a short note to explain that the correspondence will not be answered due to the nature of the content. If the written correspondence is deemed overwhelmingly abusive or offensive, the Academy may choose to not respond. Whilst the Academy will make every effort to resolve any concern raised by the complainant, consideration may also be given to involving the Police, especially where threats of violence have been made.

4. **Banning an Individual from the Academy Premises**

The Academy reserves the right to impose a temporary or permanent ban from the Academy Premises on any parent/carer or member of the public who has demonstrated aggressive or abusive behaviour towards any member of staff, student, visitor or volunteer at the Academy.

This decision shall be made by the Principal in consultation with the Chair of the Academy Council or a senior member of the Trust's Education Team and the length of any ban shall be proportionate to the nature and circumstances of the incident. In the case of a parent/carer, prior to a ban being imposed (except in urgent situations), the Principal shall write to the individual indicating that a ban from the premises is being considered, stating the reasons for this and the date (usually 5 working days in term time) by which any written representations by the individual should be received by the Academy before the decision is made. In urgent situations, the Principal may impose an immediate **temporary** ban in writing and provide the parent/carer the opportunity to make written representations (within 5 working days in term time) prior to formalising any extension to the ban.

Where the decision to impose a ban is made, notification of the ban shall be in writing and shall clearly state

- The reason for the ban being imposed
- The date of commencement of the ban
- A date by which any written representations by the individual should be received by the Academy
- A date for review of the ban and how this will be arranged (including any reparation that may be required by the Academy, for example a written apology)
- Provision to be made (if a parent or carer) for access to their child during the Academy day (for example should an emergency occur) and the process to be followed should the parent/carer wish to contact the Academy or need to attend meetings at the Academy
- What action will be taken to remove the individual from the premises should the ban be breached.
 - a. Section 547 of the Education Act 1996 states that any person unlawfully present on the premises and causing or permitting nuisance or disturbance to the annoyance of persons who lawfully use the premises is guilty of an offence, may be removed from the premises by a police constable or authorised person and is liable to be fined.

The **maximum** period before a review of a ban will be 20 Academy Days. The banned individual will be invited to make written representations and to attend a review meeting (accompanied by a friend or relative if required) with the Principal and a panel of Academy Councillors (this may take place away from the Academy site if appropriate). The Academy Councillors' Panel will review the ban and consider whether to lift it, make it permanent or continue it for a specified period.

The Principal may remove the ban at any time prior to the review date if appropriate resolution has been achieved. Any ban imposed will not prevent or affect the outcome of the Academy's investigation into any complaints raised by the individual concerned. These will be handled as per the Academy's Complaints Policy/Procedure.

5. Review and Monitoring

This Policy will be reviewed by the Trust every three years. All incidences of aggressive or abusive behaviour directed towards staff, students, visitors or volunteers by a Parent/Carer or member of the Public will be recorded and reported to the Academy Council to inform review of this policy.

Annex 1

Incident report form
Relevant incidents include trespass, nuisance or disturbance on Academy premises, verbal abuse, sexual or racial abuse, threats, aggression, physical violence and intentional damage to property. Where possible, the form should be completed before any discussion between witnesses is possible, as this might lead to allegations of collusion. This form should be completed as fully as possible please, using a continuation sheet, if necessary. For any incident involving or witnessed by a pupil or parent/carer/visitor, a member of staff should complete the form on their behalf. The completed form should be passed to the Principal, for appropriate action and recording.
Date of incident
Time of incident
Name of person reporting incident
Date incident reported
Member of staff recording incident
Date incident recorded
Name(s) of person(s) causing incident. Where name(s) is/are unknown, provide other details of which may allow their identification
Status (parents/carers/visitors/trespassers)
Full description of incident (e.g. names of persons involved; location; nature of any injuries; attendance of emergency services)
Names and status of any witnesses
Initial action/outcome (e.g. Informal conciliation; police intervention; warning or banning letter issued)
Summary of subsequent actions taken by the Academy, including risk assessments Linked incidents (if any)

Annex 2

Warning letter, from the Principal: to parent/carer with child/ren at the Academy.

Recorded delivery

Date

Dear

I have received a report about your conduct at the Academy on (enter date and time).

(Add factual summary of the incident and of its effect on staff, pupils, other parents.)

I must inform you that the Academy Council will not tolerate conduct of this nature on its premises and will act to protect its staff and pupils. Therefore if, in the future, I receive any reports of conduct of this nature I will be forced to consider removing your licence to enter the Academy grounds and buildings. If you do not comply with that instruction I will be able to arrange for you to be removed from the premises and prosecuted under Section 547 of the Education Act 1996. If convicted under this section, you are liable to a fine of up to £500.

Nevertheless, I wish to give you an opportunity to give me in writing any comments or observations of your own in relation to the report which I have received about your conduct. These comments may include any expressions of regret on your part and any assurances that you are prepared to give about your future good conduct. To enable me to take a decision on this matter at an early point, you are asked to send me any written comments you wish to make by (state date ten working days from the date of letter).

Yours sincerely,

Principal

(Letter updating a banning letter, from the Academy Council or Trust Director, confirming ban: to parent/carer with child/ren at the Academy)

Recorded delivery

Date

Dear

On (give date) I wrote to you informing you that on the advice of the Principal, I had withdrawn permission for you to come onto the premises of (insert name) Academy until (insert date). To enable the Academy Council/Trust (delete as appropriate) to determine whether to confirm this decision, or to impose it for a longer period, I gave you the opportunity to give your written comments on the incident concerned by (give date). I have not received a written response from you / I have now received a letter from you dated (insert the date), the contents of which I have noted. (delete either sentence as appropriate)

In the circumstances, and after further consideration of the Principal's report, I have determined that the decision to withdraw permission for you to come onto Academy premises should be confirmed/extended. (delete as appropriate) I am therefore instructing that until (insert date) you are not to come onto the premises of the Academy without the prior knowledge and approval of the Principal. If you do not comply with this instruction I may arrange for you to be removed from the premises and prosecuted under Section 547 of the Education Act 1996. If convicted, you are liable to a fine of up to £500.

Notwithstanding this decision the Principal and staff at (insert name) Academy remain committed to the education of your child/children (delete as appropriate), who must continue to attend Academy as normal insert in the case of a primary Academy: under the arrangements set out in my previous letter.

The Academy Council/Trust/Academy (delete as appropriate) will take steps to review the continuance of this decision by (give date). When deciding whether it is necessary to extend the withdrawal of permission to come onto the Academy's premises, the governing body (delete as appropriate) will take into account the extent of your compliance with the decision, any appropriate expressions of regret and assurances of future good conduct received from your and any evidence of your co-operation with the Academy in other respects. (Include where the incident has arisen within the context of a parental complaint against the Academy.)

Finally I would advise you that I have asked the Principal to ensure that your complaint (give brief details) is considered under the appropriate Academy procedure. You will be contacted about this by the Academy in due course.

If you wish to pursue the matter further, you have a right to a review of the circumstances of this case by the Academy Council.

Yours sincerely,

(Letter updating a banning letter withdrawing ban: to parent/carer with child/ren at the Academy)

Recorded delivery

Date

Dear

On (insert date) I wrote to you informing you that, on the advice of the head teacher, I had temporarily withdrawn permission for you to come onto the premises of (insert name) Academy. To enable me to determine whether to confirm this decision for a longer period, I gave you the opportunity to let me have your written comments on this incident by (insert date)

I have not received a written response from you / I have now received a letter from you dated (insert date), the contents of which I have noted. (delete either sentence as appropriate)

In the circumstances, and after consulting with the Principal, I have decided that it is not necessary to confirm the decision, and I am therefore restoring to you the permission to come onto the Academy premises, with immediate effect.

Nevertheless I remain very concerned at the incident which occurred on (insert date), and I must warn you that if there is any repetition of your behaviour on that occasion, I shall not hesitate to withdraw permission for you to come onto the premises.

Yours sincerely,