



ABUSIVE VISITORS TO SCHOOL POLICY

Policy approved & adopted by	Headteacher
Date	Sept 2023
Review cycle	3 years
Next Review	Sept 2026

At Tor View School a positive relationship between parents, carers, and other visitors to school is essential for all learners to work and learn to the best of their ability.

All individuals have the right to be treated professionally, courteously and with respect by Tor View staff at all times. In return, the school expects all parents and carers and visitors to always support the school fully and to maintain positive working relationships with all staff.

We believe that all staff, parents/carers and students are entitled to work and learn in a safe and protective environment.

The vast majority of parents and carers continue to work with us in a mutually supportive way. However, on rare occasions negative attitudes and behaviours can be displayed which can result in rude or abusive conduct towards the school and its staff.

Conduct that will cause, or is likely to cause, alarm, distress or the harassment of anyone at any time is unacceptable and will not be tolerated.

This policy outlines the behaviours that are considered unacceptable and the steps that will be taken to address this.

CONDUCT CONSIDERED UNACCEPTABLE

The following conduct is considered unacceptable and will not be tolerated towards any member of the school community:

- Any verbal abuse including:
 - shouting
 - swearing
 - speaking in an aggressive tone or threatening manner
 - making threats
 - making racist, sexist or homophobic/transphobic comments
 - other comments that are likely to offend or incite hatred or violence

- communicating in any way likely to cause alarm or distress
- Any actual, or threat of, physical abuse including:
 - pushing or shoving
 - hitting e.g. slapping, punching, kicking
 - spitting
 - throwing
 - using aggressive body language such as physical intimidation
 - making offensive or threatening hand gestures
- Making inappropriate or offensive comments on the internet or any written forum to include social media

This is not an exhaustive list and is intended to provide an illustration of behaviours that are not acceptable under any circumstances, either in person, by message or over the telephone.

The school reserves the right to take any action necessary to protect its staff and students from any form of abuse.

It is an offence under Section 547 of the Education Act 1997 for any person, including parents and carers, to cause a nuisance or disturbance on school premises; this includes verbal abuse and rude and offensive language.

Tor View School will always record and report all forms of abuse with the local police and the Police will assist in dealing with offenders. The school will invoke legal proceedings where necessary.

PROCEDURE

When a parent or carer, visitor or member of the public behaves in a manner that is considered to be unacceptable in any way the Head of School, or appropriate senior staff, will seek to resolve the situation, in the first instance.

The following steps will usually be taken to address such behaviours:

1. A first written warning about behaviour, advising what is unacceptable
2. A second, and final, written warning advising about acceptable behaviour
3. Issuing a temporary ban from communicating with school or visiting the premises, advising that breaching the ban will result in legal proceedings e.g. court order or injunction

Any ban will be temporary in the first instance, for a fixed period of time and will be subject to review.

Please Note: any critical or extreme incident will result in immediate police involvement.