



*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 either end the meeting themselves or 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 Councillor 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.