WIMBLEDON PARK PRIMARY SCHOOL

MANAGING AGGRESSIVE BEHAVIOUR FROM PARENTS AND VISITORS POLICY

Approved by Governors: November 2026

Next revision: November 2029

Statement of intent

Wimbledon Park Primary School encourages close links with parents and the community. We believe 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. However, there can be rare occasions when parents/visitors display aggression, verbal and/or physical abuse towards staff.

Our school expects and requires 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 staff have the right to work without fear of violence and abuse and the right, in an extreme case, of appropriate self-defence.

The school recognises that parents and carers have the right to raise concerns, make complaints and respectfully challenge decisions. This policy is concerned with the manner in which concerns are raised (and steps the school will take where behaviour is unacceptable), not with preventing legitimate criticism or use of the school's complaints procedure.

Unacceptable Behaviour

Types of behaviour that are considered unacceptable (whether directly, through electronic means or social media) and will not be tolerated (This is not an exhaustive list but seeks to provide illustrations of such behaviour):

- Shouting at staff, either in person or over the telephone
- Physically intimidating a member of staff, e.g. standing very close to them
- The use of aggressive hand gestures
- Threatening language
- Shaking or holding a fist towards another person
- Swearing at a member of staff
- Pushing
- Hitting, e.g. slapping, punching and kicking
- Spitting
- Racist, sexist, homo/bi/transphobic comments
- Breaking the site's security procedures and/or obstructing safe operations

Unacceptable behaviour may result in action by the school. Depending on the seriousness and circumstances of the incident, this may include ending a meeting or telephone call, asking an individual to leave the site, issuing a written warning, placing reasonable restrictions on contact or access, reporting the incident to Merton Council and/or the Police, or considering legal action.

Procedure

When a parent or member of the public behaves in an unacceptable way towards a member of staff the Headteacher or appropriate senior staff will seek to resolve the situation through de-escalation, discussion and mediation. This could include a written warning identifying the behaviour and clarifying expected future conduct. If necessary, the school's complaints procedure should be followed.

Where such approaches have been reasonably attempted and aggression or intimidation continue, or where there is a single extreme incident of unacceptable behaviour, the school may withdraw permission for the parent/visitor to enter the school premises for a period of time.

The withdrawal of permission to enter the school premises will be implemented through the following steps:

1. The parent/carer will be informed, in writing, that permission to enter the school premises has been withdrawn.
2. The written notification will explain the reasons for the restriction, its scope and duration, arrangements enabling the parent/carer to collect and drop off their child, the decision review process, and how the parent/carer may make representations about the decision (usually through the school complaints procedure).
3. The written notification will explain what will happen if the ban is breached, e.g. that an injunction application may follow.
4. Where an assault has led to a ban, a statement indicating that the matter has been reported to Merton LA and the Police will be included.

Support for affected staff

Wimbledon Park Primary School is committed to the care, safety and well-being of any staff member targeted by unacceptable behavior from parents. Following any such incident, the staff member's safety and emotional recovery will be a priority focus. The school will ensure the affected individual receives appropriate support and workplace adjustments in resuming their role.

Conclusion

Wimbledon Park Primary School will act where behaviour is unacceptable or serious and breaches health and safety legislation.

In implementing this policy, the school will, as appropriate, seek advice from Merton Council's Education, Health and Safety and Legal Departments, to ensure fairness and consistency.