



Anti-Violence and Aggression Policy

2025-2026

Date of Policy	January 2025
Review Date	January 2026

Beaundesert Lower School

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At Beaundesert Lower School, the safety of all involved with our School: our children, our families, our visitors and our staff, is our number one priority. Staff are entitled to carry out their work without threat of verbal abuse, physical violence or intimidation. We believe children, families and staff are entitled to a safe and protective environment in which to learn and work. Behaviour that will cause harassment, alarm or distress to users of the premises is contrary to the aim of the school, which is that all members of the school community treat each other with respect. Any displays of aggression to our staff, by a family member or visitor will be taken seriously and will be investigated fully, to establish the appropriate action to take. Violence or abuse of any description will not be accepted.

We expect:

- That adults set a good example to children and each other at all times, showing them how to get along well with all members of the school and the wider community
- That no children, family member or member of staff are the victims of abusive behaviour or open to threats from other adults on the school premises
- Physical attacks and threatening behaviour, abusive or insulting language verbal or written, to staff, Governors, family members, children and other users of the school premises will not be accepted and may result in withdrawal of permission to be on school premises under the following act:

Persons Causing Nuisance / Disturbance on School Premises Section 547 of the Education Act 1996

School premises are private property and family members have been granted permission from the school to be on school premises. However, in case of abuse or threats to staff, children or other family members, the school may ban family members from entering school grounds.

It is also an offence under section 547 of the Education Act 1996 for any person (including a family member) to cause a nuisance or disturbance on school premises. The police may be called to assist in removing the person(s) concerned.

(School is not responsible for organising arrangements for children in the above circumstances. Families will need to provide alternative arrangements for bringing children into school).

A family member who is asked to leave the school premises will have the right to appeal the decision, unless they do not have parental responsibility for the child/children attending the school. If a parent or guardian with parental responsibility wishes to appeal, they can do so by writing to the Chair of Governors.

Guidelines:

Types of behaviour that are considered serious and unacceptable and will not be tolerated towards any member of the school community are provided below:

This is not an exhaustive list but seeks to provide relevant illustrations:

- Shouting, either in person or over the telephone
- Inappropriate posting on Social Networking sites, including private Groups or Pages, which could bring the school into disrepute or be deemed as bullying
- Persistent emails that are unreasonable, distressing or when concerns have already previously been dealt with
- Speaking in an aggressive/threatening tone
- Physically intimidating, e.g. standing very close
- The use of aggressive hand gestures/exaggerated movements
- Physical threats
- Shaking or holding a fist towards a member of staff or member of the school community
- Swearing
- Pushing
- Hitting e.g. slapping, punching or kicking
- Spitting
- Racist comments
- Sexist comments including sexual innuendo

Unacceptable behaviour may result in the Police being informed.

The school reserves the right to take any necessary actions to ensure that members of the school community are not subjected to abuse and can remain safe.

Procedure to address inappropriate behaviour on the school site:

If an act of aggression or violence occurs the following steps may be taken:

Families or Visitors to Staff

- Staff remain calm and non-confrontational.
- Staff to call on a colleague to try to help calm the situation or to request the presence of the Headteacher or Deputy Headteacher using the class Walkie Talkie – **Message “CODE BLUE”**
- If the situation worsens, staff must give the family member or visitor time to calm down or the option to revisit the concern at a later time.
- If they refuse to leave, staff will remind them that it is a School and as such they cannot allow the children or other staff to witness any aggressive behaviour.
- If they do not leave, and you feel the situation warrants it, ask another member of staff who is away from the situation to call the police, 999.
- The incident will be recorded, as soon as possible and within 24 hours, an investigation will follow to decide on the course of action to take.
- Verbal or non-verbal abuse could lead to families being requested not to enter the school site.

- If a member of staff is physically hurt, then the incident will be referred to the Police for prosecution.
- If a member of staff experiences either violent or aggressive behaviour they will be supported by members of staff and offered advice or counselling.

Staff to Families or Visitors

If families should experience a member of staff displaying any type of aggressive behaviour they should bring it to the immediate attention of the school Headteacher or Deputy Headteacher and follow our complaints policy and procedure.

Family Member to Children

On the rare occasions when a family member is using inappropriate language, threatening or aggressive behaviour to their own child, another family's child or towards another family related to an incident that has occurred between children, this will not be tolerated. A full investigation will take place and may lead to permission to enter the school site withdrawn.

If a family member is deemed unfit to care for their child/children, or considered to be under the influence of alcohol, drugs etc., then the child/children will not be released to the adult until a safe option has been secured.

Family Members to Family Members

When a family member is violent, threatening or aggressive to a member of another family, the incident will be investigated and appropriate actions will be taken, which may include the removal of permission to enter the site, under Section 547 of the Education Act 1996.

Children to Staff

When children are violent or aggressive towards staff, then please refer to our Behaviour Policy.

Inappropriate use of Social Networking Sites:

Social media websites are being used increasingly to voice complaints against schools, Head teachers, or school community members. Beaudesert Lower School considers the use of social network sites in this way to be defamatory and liable to sanctions.

Any concerns you may have must be made through the appropriate channels by contacting the school so that the issue can be dealt with fairly, appropriately and effectively for all concerned.

In the event that any child or family member of a child/children is found to be posting libellous or defamatory comments on Facebook or other social network sites, this will also be reported to the appropriate section of the network site.

The school will also expect that any family member or child removes such comments immediately once our attention has been drawn to it.

Regardless of the circumstance, it is important to recognise that this is treated as unacceptable behaviour and will not be accepted. It is important that any staff member who suffers harassment of this nature keeps a timeline of incidents as this will form a key component of any future action to be taken. In serious cases, the school will also seek advice from its legal team.

Dealing with Inappropriate Behaviour

The following actions will be taken when inappropriate behaviour is displayed:

Written Correspondence, including all electronic communication

Written correspondence includes, but is not limited to, written letters, emails, Facebook messages. Staff should always seek guidance from the Headteacher if they, or school, have been made reference to in any sort of malicious posting.

If Beaudesert Lower School receives a written communication that contains inappropriate or insulting language, a written response will be sent to the author by the Headteacher or Chair of Governors, stating that any matter raised will not be dealt with until the correspondence is rewritten removing the inappropriate content. If an appropriate response is thereafter received Beaudesert Lower School will then respond. If the written correspondence includes specific and credible threats then the details may be passed to the Police.

Telephone Calls

When dealing with a telephone call, where a caller uses inappropriate language, the caller will be warned that the call will be terminated unless the caller is prepared to stop using inappropriate language. If the caller continues to use inappropriate language following the warning, then the call may be terminated and the caller be asked to call back when they are prepared to use appropriate language. If the telephone call includes specific threats then refer this will be referred to the police.

In the event of a telephone call including a bomb threat this will be referred to the Local Authority.

Face to Face

When communicating face to face, if inappropriate language or behaviour is used, staff will ask the perpetrator to desist from using inappropriate language or behaviour. If such behaviour persists then the meeting should be terminated. However, staff should note that they should at no point place themselves or others in danger during any potential confrontation.

If inappropriate language or behaviour continues following the warning then, this may be reported to the school's legal team. Any such perpetrator may be asked to leave the school site. Any such issues will be dealt with in writing.

If a family member attends Beaudesert Lower School premises after the school has withdrawn permission to do so and they refuse to leave, the police, will be contacted in order to remove them from the site.

In the event that a family member persistently exhibits inappropriate behaviour or language, it will be at the discretion of the Headteacher and governors to decide whether to discontinue

all future face to face contact for a specified period. Other conditions may include, attending by appointment only, virtual appointment, restricted communication or full withdrawal of permission to enter Beaudesert Lower School site. Such decisions will be notified to the family member in writing.

Other Types of Unacceptable Behaviour

Whilst a single instance of some types of behaviour can be deemed unacceptable, such as threats of or actual physical violence, other types of behaviour may become unreasonable when it has occurred on a number of occasions, such as repeated requests for the same information or an inappropriate volume of correspondence from a single source.

Beaudesert Lower School has a responsibility to ensure that its resources are used in a proportionate and reasonable manner. It also recognises that individuals can feel under pressure or distressed whilst pursuing their concerns. Individual may also show anger that may cause staff to feel threatened or unsafe. It is important for staff to be able to distinguish between distress and behaviour which is aggressive, threatening or unacceptable.

Examples of unreasonable behaviour may include but is not limited to one or more of the following:

- presenting the same issues repeatedly (exactly or with minor differences) but never accepting the explanations & outcomes.
- frequent, lengthy, complicated or stressful communication
- seeking unrealistic outcomes and remaining persistent in this
- pursuing a complaint in spite of Beaudesert Lower School's complaints process having been followed and exhausted,
- making groundless complaints about employees
- attempting to use the complaints procedure to pursue a personal vendetta against a staff member, professionally or personally,
- raising large numbers of detailed but unimportant questions and insisting they are fully answered,
- making and breaking contact with Beaudesert Lower School on an ongoing basis without proper justification,
- repeated approaches to different staff members about the same issue
- demands which impose a significant burden on resources of Beaudesert Lower School and where the contact:
 - Clearly does not have any serious purpose or value;
 - Is designed to cause disruption or annoyance;
 - Has the effect of harassing the public authority;
 - Making personal or derogatory comments on social media directly or indirectly at individual staff members in relation to their job or the way it is carried out.

Where behaviour is considered unacceptable, deemed as harassment, putting unfair demands on staff or causing stress, the Headteacher and Governors of Beaudesert Lower School have the responsibility to ensure that the staff are fully supported and appropriate steps are put in place to protect members of staff and the school from further instances of unacceptable behaviour or harassment. This will include restricting communication and access, as mentioned above. Beaudesert Lower School will also take legal action where deemed necessary. There is a right of appeal to any decision taken in regard to unacceptable

behaviour and harassment and family members should follow our Complaints Procedure if they have PR and wish to appeal any decision made. Further appeals can be made to the Local Authority should the outcome of the school appeal be disputed.