

# Abusive Behaviour of Visitors Policy 2016

## Monitoring

By	Review period	Method
Full Governing body	Annual – Change to Bi - annual	Meeting

Ownership: Chief Financial and Operating Officer

## Revision History

Review	Changes	Next review date
November 2015	Change from Directors to Governors	November 2016
December 2016		



## **Purpose of the Policy**

The purpose of the policy is to set out for all individuals what constitutes unacceptable behaviour and the action the College may take if this takes place.

## **St Joseph's Vision and Values and how this policy support this**

Our College Vision statement states that:

“Our Catholic College seeks to be a community in which all are valued, where the life and the relationships of the College are permeated by Gospel values and in which the individual is seen as unique, with infinite potential for growth towards wholeness. The College, in active partnership with home, parish and the wider community, endeavours to prepare all its members for a future in which they will be able to make a positive contribution and take up the challenge of their faith.”

This policy supports this vision by allowing individuals to carry out their roles in the College without fear of violence or abuse

## **Outline of Policy**

### **Approach**

The Governors of St Joseph's Catholic College actively encourage close links with parents and the community. We believe that students benefit when the relationship between home and College is a positive one. We strive to make our College a place where we model for children the behaviour we teach and expect. The vast majority of parents, carers and other adults visiting our College are keen to work with us and are supportive of the College. From time to time it is necessary for parents and the College to deal with problems relating to particular students. It is important that discussions between parents and staff are conducted in a calm and respectful manner. In the vast majority of such situations this is what happens, but on rare occasions, aggression and verbal and or physical abuse is directed towards members of College staff or members of the wider College community.

The Governors expect and requires its members of 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 members of staff have the right to work without fear of violence and/or abuse.

We expect parents and other visitors to behave in a reasonable way towards College staff. Violence, threatening behaviour and abuse against College staff or other members of the College community, including other parents and students, will not be tolerated. All members of the College have a right to expect that their community is a safe place in which to work and learn. This policy outlines the steps that will be taken where behaviour is unacceptable.

## **Behaviour**

Types of behaviour that are considered serious and unacceptable and which will not be tolerated in relation to members of staff, and other members of the community are:

- shouting, either in person or over the telephone
- swearing, either in person or over the telephone
- constant emails and/or phone calls which amount to harassment and intimidation, despite the school's best efforts to address a situation
- Inappropriate electronic activity including publishing abusive or inappropriate content with regards to the school, teachers or students on social networking websites such as Facebook and Twitter or in email communication
- hitting, slapping, punching, kicking or pushing
- physically intimidation, e.g. standing unnecessarily close to her/him
- the use of rude or aggressive hand gestures, including shaking or holding a fist towards another person
- spitting
- breaching the College's security procedures

This is not an exhaustive list but seeks to provide illustrations of such behaviour. Whilst the use of such behaviour is unacceptable in all circumstances, the College is particularly concerned to protect its students from being exposed to such behaviour (whether or not directed at them).

How this policy operates in practice is detailed in appendix 1.

### **Links to other policies**

Code of Conduct for Staff

Complaints policy

Visitor Procedure

Safeguarding policy

## Appendix 1

### **How this operates in practice**

When a visitor behaves in an unacceptable way during a telephone conversation, staff at the College have the right to terminate the call. The incident will be reported by staff to the Senior Leadership Team. The College reserves the right to take any necessary actions to ensure that members of the College community are not subjected to verbal abuse. The College may warn the aggressor, ban them from the College, and/or contact the police.

When a visitor behaves in an unacceptable way in person towards a member of the College staff, a member of the Senior Leadership Team will seek to resolve the situation through discussion and mediation. If necessary, the College's complaints procedure should be followed.

The member of staff who is involved in the incident will complete the Incident Report Form (Appendix 2) and pass it on to the Principal.

Where all procedures have been exhausted, and aggression or intimidation continues, or where there is an extreme act of violence, the discussion will be terminated and the visitor will be asked to leave the school immediately. The police will be called if necessary. A visitor may also be banned from the College premises for a period of time, which will be determined by the College.

Prior to being banned the following steps will be taken:

- The visitor will be informed, in writing, that he/she is banned from the premises, subject to review, and what will happen if the ban is breached.
- The Chair of Governors will be informed of the ban.
- Incidents of verbal or physical abuse towards staff may result in the police being informed, and may result in prosecution.

### **Conclusion**

If a visitor is intimidating, threatening or aggressive towards a member of the school community, any interaction will be terminated immediately and the person will be instructed to leave the premises. Further action may be taken by the College

St Joseph's Catholic College will take action where behaviour is unacceptable or serious and breaches our related policies.

### **Parental/Visitor Access to the School Premises**

Normally parents/carers (and those with parental responsibility), plus visitors, are granted what is known as "limited licence" to visit the grounds and buildings of a school. Where there are serious concerns regarding the conduct of a parent/visitor,

and possible staff/student safety, the Principal (or Deputy Principal in his absence) can:

- initiate a meeting/dialogue with the individual
- write to the visitor, describing their misconduct, explaining its impact on the College and stating its unacceptability
- vary the person's "licence", say, through the addition of conditions
- warn of the possibility of a "ban" (i.e. the withdrawal of their licence) if the misconduct is repeated
- impose a ban with a review after a fixed period
- impose a ban without review

**Unacceptable behaviour may result in the police being informed of the incident.**

Appendix 2

Report of aggressive behaviour incident

Name of member of staff reporting the incident.....

Name of individual whom was subjected to the aggressive behaviour.....

Date of incident..... Time of incident

Other individuals involved or witnesses.....

Description of the incident

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Reason or cause of the incident

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Suggested next steps

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