

Safeguarding Statement

Langley Park School for Girls is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment.

Equality & Diversity Statement

Langley Park School for Girls is committed to valuing and celebrating diversity and promoting equality of opportunity for all its staff and students. We are working to create a learning and working environment which is free from prejudice, discrimination, intimidation and all forms of harassment including bullying. Respect for rights is at the heart of our planning, policies, practice and ethos and we expect all members of our school community to model this in their behaviour and relationships.

ABUSIVE PARENTS/CARERS/VISITORS POLICY

Approval Body:	Headteacher
Approval Date:	25th January 2016
Implementation Date:	1st February 2016
Designated Person (as appropriate):	Headteacher
Committee with Remit (as appropriate):	N/A
Review Date:	25th January 2019

Version History

Version	Approval Date	Summary of Changes
1.0	March 2013	New policy
2.0	January 2016	Changes to bullet points at para 5 agreed by P&D Committee

ABUSIVE PARENTS/CARERS/VISITORS POLICY

Langley Park School for Girls encourages close links with parents and the community. We believe that students benefit when the relationship between home and school is a positive one. This view is one that is shared by other stakeholders within our community, as identified through our parental surveys.

The vast majority of parents, carers and others visiting our school are keen to work with us and are supportive of the school. However, on the rare occasions when a negative attitude towards the school is expressed, this can result in aggression, threatening behaviour, verbal and or physical abuse towards a member of the school community.

Our school expects and requires staff to behave professionally in these difficult situations, and to attempt to defuse the situation where possible, seeking the involvement as appropriate of other colleagues. However, all members of the school community have the right to work without fear of violence and abuse, and the right in an extreme case, of appropriate self-defence.

We expect parents/carers and other visitors to behave in a reasonable way towards other members of the school community. This policy outlines the steps that will be taken where parent/carer/visitor behaviour is unacceptable.

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

This is not an exhaustive list but seeks to provide illustrations of such behaviour:

- Shouting, either in person or over the telephone
- Speaking in an aggressive/threatening tone
- Physically intimidating, e.g. standing very close to her/him
- The use of aggressive hand gestures/exaggerated movements
- Physical threats
- Shaking or holding a fist towards another person
- Swearing
- Pushing
- Hitting, e.g. slapping, punching or kicking
- Spitting
- Discriminatory comments (including racist, sexist or homophobic)
- Threatening, aggressive written or electronic communication
- Breaking the school's security procedures

Unacceptable behaviour may result in the Police being informed of the incident.

Procedures

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

When a visitor behaves in an unacceptable way in person towards a member of the school staff a member of the Leadership Team will seek to resolve the situation through discussion and mediation. If necessary, the school's complaints procedure should be followed. 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 school premises for a period of time, which will be determined by the school.

Prior to being banned the following steps will be taken:

- The parent/carer will be informed, in writing, that she/he 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 parent/carer/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 school.

Langley Park School for Girls will take action where behaviour is unacceptable or serious and breaches our related policies.