



Aim High

Never Give Up

Follow Your Dream

Lead By Example

Dealing with Threatening and Abusive Behaviour Policy

Ratified By	FGB
Date	26/01/2026
Minute	9
Review Date	Spring 2029
Policy Statement	
What is the policy for?	All staff members of Norwood Primary School
Who has devised and contributed to this policy?	The model procedure was written and reviewed by EPM – June 2022 and adapted to Norwood Primary School accordingly
How will this policy be communicated?	365
How will this policy be monitored?	SLT and Governors
Which other policies are linked to this policy?	All policies relevant to personnel matters

At Norwood Primary School we are very fortunate to have a parent/carer community which is supportive and friendly. We recognise that the success of the school is dependent on a strong partnership between all members of the school community: pupils, parents, staff and governors. This partnership must be based on a polite, positive and respectful relationship. For this reason, we continue to welcome and encourage parents/carers to participate fully in the life of our school.

The purpose of this policy is to provide a reminder about the expected conduct from our parents, carers and visitors and what to do if their conduct is abusive or aggressive. We ask that all members of the community follow these principles:

- Both staff and parents need to work together for the benefit of the pupils.
- **All** members of the school community should be treated with respect and, therefore, we must all set a good example in our own speech and behaviour.

The Public Order Act 1986 defines “disorderly conduct” as: verbal abuse, threatening abusive or insulting words or behaviour or any disorderly behaviour whereby a person is caused alarm, harassment or distress. “Threatening behaviour” is when a person fears that violence, or threat of violence, is likely to be provoked. The school has a responsibility to ensure that any act of actual or threatened violence is referred to the police immediately.

In this context, threatening, violent or abusive behaviour, against any members of our school community, will not be tolerated. All members of our community have a right to expect the school to be a safe place in which to work and learn. Where the behaviour of parents or visitors falls below expected standards, the school will act in accordance with this policy.

In order to support a peaceful and safe school environment the school cannot accept parents, carers and visitors exhibiting the following:

- Conduct which undermines the safe and calm environment in a school, either in a school office, classroom, around the school site or on the school playing field.
- Using loud or offensive language, such as swearing, or displaying an unacceptable amount of anger and aggression including intimidating body language.
- Threatening physical violence to a member of the school community.
- Damaging school property.
- Abusive telephone calls, emails, letters or other forms of written communication.
- Defamatory comments about school staff or governors on social media sites.
- The use of physical aggression towards another adult or child. This includes physical punishment of your own child.
- Approaching someone else’s child in order to chastise them.
- Inappropriate behaviour (as outlined above) towards staff off school grounds.

STAFF CONDUCT

Staff are advised to communicate with parents, whatever the circumstances, in the following manner:

- Speak calmly and without raising your voice
- Be assertive but not aggressive
- Be polite but firm
- Seek assistance if necessary
- Politely terminate the conversation if necessary, explaining your reasons

In the event of an **emergency**, staff should request assistance from a member of the Senior Leadership Team, if they are available otherwise the nearest member(s) of staff. The member of the Senior Leadership Team will request that the person causing offence leave the premises. Should the person not leave the premises then they should be informed that the police will be called. The incident should then be recorded.

RECORDING INCIDENTS

Any incident must be recorded on the appropriate form and submitted to the Headteacher.

Examples of reportable behaviour (not an exhaustive list) :

- Trespass
- Verbal abuse
- Sexual or racial abuse
- Threats
- Aggression
- Physical violence
- Intentional damage to personal property or the school's property
- Any racist comments
- Any injuries to staff or children

PROCEDURES FOR DEALING WITH ABUSIVE PARENTS/CARERS

Step 1 - Written warning

- If a validated incident occurs the Headteacher will write, on behalf of the Governing Body, to the person/s concerned informing them that this conduct is unacceptable. If the Headteacher has been subject to abuse this will be carried out by the Chair or other appointed governor.
- The Governing Body of Norwood School reserves the right, should the circumstances dictate, to progress straight to Step 2.

Step 2 – Sanction

- If a subsequent incident occurs involving the same person/s, the Chair or other appointed independent governor, will write to the adult(s) to implement sanctions which may involve being prohibited from accessing the school site for a designated amount of time, as deemed appropriate.
- If following a decision to ban a person from the school premises, that person nevertheless persists in entering school premises and is displaying unreasonable behaviour, such a person may be removed from the school premises as a trespasser under Section 547 of the Education Act 1996 and charged with an offence under the Public Order Act 1986.
- At any stage, the school may report serious incidents of abusive and threatening behaviour to the Local Authority or the Police. The school has a responsibility to ensure that any act of actual or threatened violence is referred to the police immediately.

SUPPORT FOR STAFF

Following an incident staff may feel that they need support. Peer support will be given and access to the [Employee Assistance Programme which we provide to all staff: 0800 856 148](#). In the longer term, support can also be obtained from the member of staff's trade union. The school will ensure that sympathetic and practical help, support and counselling are made available to the member of staff at the time of the incident and subsequently.

HARASSMENT

Situations can arise where staff find themselves, or other adults, subjected to a pattern of persistent and unreasonable behaviour from individual parent/carers which is not abusive or overtly aggressive but which may be perceived as intimidating and oppressive. In these circumstances, staff may be faced with a barrage of constant demands or criticisms which, whilst not particularly taxing or serious when viewed in isolation, can have the cumulative effect over time of undermining their confidence, well-being and health.

In extreme cases, the behaviour of the parent/carers may constitute an offence under the Protection from Harassment Act 1997. If so, the school will take appropriate action, such as writing to or meeting the parent/carers and involving the Police if necessary. A formal complaint could also be made to the Head Teacher who would consider inviting the parent/carer to a meeting to discuss such conduct.

If a parent/carer's behaviour continues to be unreasonable, the parent/carer's implied permission to be on the school premises may be withdrawn as outlined in Step 2.

STAFF RESPONSIBILITIES

A reporting form is available from the staffroom that enables all adults working on school site to record and report incidents and events.

These should be completed and handed into a member of the Senior Leadership Team in a timely fashion and as close to the incident as possible.

Any adult, subject to the incident or as a witness, has a professional duty to report such events as they may be part of bigger picture.

REMOVING FROM THE SITE

Norwood School welcomes parents, visitors and all those contributing to the school community. Please be aware that all members of the school community have the right to be treated with dignity and respect and all members of staff have the right to work in an environment which is free from bullying or harassment of any kind.

Norwood School operates a zero tolerance policy with regard to bullying and harassment and any complaints received will be treated seriously, investigated appropriately and any necessary action taken.

We invite you join us in promoting and enjoying a positive and productive learning and working environment.

Appendix 1 - content of letter to be added to letter headed paper

___/___/___

Dear

Replace with details of incident.

The Governing Body of Norwood School has been informed of this incident and I would like to remind you of the stance taken on such behaviour. Should there be any further incidents of this nature then the Governing Body will take further action which may result in you being banned from the school site.

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Yours sincerely

Mrs D Reynolds

Head Teacher

Appendix 2 - content of letter to be added to letter headed paper

___/___/___

Dear

The Governing Body of Norwood Primary School has received information for staff members that raise significant concerns regarding your conduct whilst you were on school site on ___/___/___ . The Governing Body of Norwood Primary School has a strict policy in relation to the code of conduct of all visitors to the school site. This is displayed around our school in key locations and was also shared with you via a letter sent on ___/___/___ .

Information regarding the most recent incident >

Therefore, we must inform you that the Local Education Authority and Norwood Primary School will not tolerate conduct of this nature on our premises and will act to defend our staff and pupils. Having taken advice we are instructing you that, for a temporary period, you are not to appear on the premises of our school. If you do not comply with this instruction we shall arrange for you to be removed from the premises and prosecuted under Section 547 of the Education Act 1996. If convicted under this section, you are liable for a fine of up to £500.00.

Yours sincerely

Mrs D Reynolds

Head Teacher