

English Martyrs' Catholic School



Policy for dealing with aggressive/unreasonable behaviour towards staff and other members of our school community

*English Martyrs, as a community centred in Christ,
strives to develop the talents of each person.
May they all be one.'*

Approved/reviewed by Governors:	
	June 2026
Date of next review	June 2027

Statement of Intent

English Martyrs' Catholic School encourages close links with parents and 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 of the school. However, on the rare occasions when a negative attitude towards the school is expressed, this can result in aggression, verbal and/or physical abuse towards school staff or other members of our school community.

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

*Lord Jesus Christ
Make me a better person
Considerate towards others
Honest with myself
Faithful to you
Help me to find my true vocation in life
And so to find happiness myself
And bring happiness to others
Amen.*

Our school prayer, above, underpins the way in which we wish to see relationships develop between students, staff, parents, governors and other visitors to the school. It can be understood as treating people fairly, treating people with respect and considering the needs of others ahead of our own. We expect parents and other visitors to behave in a reasonable way towards school staff. This policy outlines the steps that will be taken where behaviour is unacceptable.

Behaviour

Types of behaviour that are considered serious and unacceptable and will not be tolerated:

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

- Shouting at school staff and other members of our school community, either in person or over the telephone
- Physically intimidating a member of staff or other members of our school community e.g. standing very close to her/him
- The use of aggressive hand gestures towards staff or other members of our school community
- Threatening school staff or other members of our school community
- Shaking or holding a fist towards staff or other members of our school community
- Swearing at a member of school staff or other members of our school community
- Pushing a member of staff or other members of our school community
- Hitting e.g. slapping, punching or kicking a member of staff or other members of our school community
- Spitting at a member of staff or other members of our school community
- Racist, sexist or other discriminatory comments towards staff or other members of our school community
- Breaking the school security procedures
- Abuse by email or social media
- Repetitive contact outside timeframe set
- Unreasonable demands
- Refusal to accept school decision after reasonable review
- Repeatedly raising the same issue. Once a concern or complaint has been responded to the

school considers the matter resolved. How to challenge the school's response is outlined in the complaints procedure.

- Malicious or vexatious complaints
- Refusal to follow the school complaints procedure

Unacceptable behaviour would normally result in the St Thomas Aquinas Catholic Multi Academy Trust, the Diocese of Nottingham Education Service and the Police being informed.

Procedure

When a parent or member of the public behaves in an unacceptable way towards a member of the school staff or other members of our school community, the Principal or appropriate senior staff 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 and intimidation continue, or where there is an extreme act of violence or abuse, a parent or carer may be banned from the school premises for a period of time, subject to review. Any ban will be put in place in accordance with Section 547 of the 1996 Education Act.

Prior to being banned the following steps will be taken:

1. The parent/carer will be informed, in writing, that s/he is banned from the premises, subject to review, and what will happen if the ban is breached e.g. that an injunction application may follow.
2. Where an assault has led to a ban, a statement indicating that the matter has been reported to St Thomas Aquinas Catholic Multi Academy Trust and the Police will be included.
3. The Chair of Governors will be informed of the ban
4. Where appropriate, arrangements to support pupils whose parent /carer has been banned will be outlined (e.g. arrangements for parents evening)

In implementing this policy, the school will, as appropriate, seek advice from the St Thomas Aquinas Catholic Multi Academy Trust and the Diocese of Nottingham Education Service and appropriate legal advisors, to ensure fairness and consistency.