



**St George's Catholic Voluntary Academy**  
**Aggressive and Anti-Social Behaviour Policy**

Issue No  
3

Approved in  
July 2025

Review in July  
2027

## **Statement of Intent**

St. George's Catholic Voluntary Academy, at all times and in every circumstance will engender and promote an ethos of caring and respect as encapsulated in the school's community code. The community code values are respect, aspiration, faith, trust, forgiveness, determination and curiosity.

We expect our community code to be upheld throughout any interactions or communication carried out by staff, children, parents/guardians, visitors or the local community.

The school has developed a positive and supportive relationship with the vast majority of parents, carers and visitors and the children, in turn, have benefited from this. However, in exceptional circumstances, a person/persons can have a negative attitude towards the school which can result in aggressive or anti-social behaviour both in person, on the phone or via social media. It is important to note that the school may record or screen shot such messages/conversations and use this to support any decisions the school may feel appropriate at the time or at a later date.

Aggressive or anti-social behaviour from parents/guardians is unacceptable and can have a very intimidating and stressful effect on members of staff. The law is **not** suspended in the school context and situations will be dealt with accordingly. A person, upon request, refusing to leave a school site can be deemed as trespassing, while intended or actual assault or battery can lead to legal action. The Head Teacher and Governors of the school are committed to taking prompt and decisive action when excessive or prolonged aggressive and anti-social behaviour occurs.

The school expects its staff to behave professionally at all times and attempt to defuse difficult situations where possible, seeking the involvement where necessary of other colleagues. However, all staff have the right to feel safe and to work without fear of threats, violence or abuse. They have the right in extreme cases, of using appropriate self-defence in order to keep themselves safe.

The school expects parents, carers and other visitors to behave in a reasonable way towards school staff. This policy outlines the steps that will be taken where a person or persons' behaviour is unacceptable.

## **Unacceptable Behaviour**

**Types of behaviour that are considered serious and unacceptable and therefore will not be tolerated.**

This is not an exhaustive list but seeks to provide illustrations of unacceptable behaviour.

- a. Loud, raised voices or shouting, either in person or over the phone.
- b. Physically intimidating a member of staff or invading their own personal space [standing over or too close to them].
- c. The use of aggressive or impolite hand or face gestures e.g. two raised fingers.
- d. Threatening school staff
- e. Showing or holding a fist towards another person
- f. Writing abusive comments about a member of staff
- g. Abusive language and swearing
- h. Pushing, spitting or tripping
- i. Hitting e.g. slapping, punching or kicking
- j. Racist, ageist or sexist comments
- k. Breaking the school's security procedures
- l. Written or verbal accusatory comments
- m. Slandorous or libellous comments

Continuation of unacceptable behaviour will result in the Head Teacher, Governors, Local Authority and the police being informed of the incident.

## **Diffusing a situation**

The following strategies may help staff to calm a situation and should be used whenever possible;

- Stand back and listen. Give the situation your full attention
- Speak in a quiet, slow and friendly voice
- Frequently summarise what is being said and the situation.
- Be aware of your body language eg do you smile where appropriate, look suitably engaged and open to hear the complaint
- Empathise where you can but be careful not to give them the means to use you in further conversations e.g. 'Miss X said...'
- Try to give them some indication of what is going to happen next

## Procedure

Where a parent/guardian or a member of the public behaves in an unacceptable way to a member of staff both on and off school premises the following procedures should take place;

- a. Staff should always seek to have another member of staff present if possible.
- b. If necessary, a red card [indicating a serious problem] should be sent to the nearest member of Senior Leadership.
- c. Where a person is being verbally aggressive, rude, racist or otherwise antisocial over the phone, the member of staff is encouraged to inform the person that the conversation is being placed on speakerphone to ensure the teacher has a witness to give account of the tone and content of the conversation. If the inappropriate conversation persists then the teacher should warn the caller in a polite and professional way that the conversation will be terminated unless there is an improvement. If the caller, still persists then the member of staff should tell the parent that they are putting down the phone in a polite and professional way and then replace the handset to terminate the conversation. If the member of staff feels confident that the person has calmed down sufficiently to have a reasonable conversation with them during the same day, they should contact them again at a mutually convenient time. If not, contact should resume 24 hours later.
- d. Where a person is being verbally aggressive, rude, racist or antisocial in a face to face meeting, the member of staff is encouraged to inform the parent that the tone and/or content of the conversation is becoming inappropriate. If the inappropriate conversation persists then the teacher should warn the person in a polite and professional way that the conversation will be terminated unless there is an improvement. If the person, still persists then the member of staff should tell the parent that the conversation is now finished until the parent is calmer, the member of staff should walk away.
- e. At all times the member of staff should seek to defuse the situation and try to speak in a calm and approachable way.
- f. If a member of staff has experienced aggressive or anti-social behaviour they must seek to inform the Head or a senior member of staff as soon as possible after the event.
- g. If the member of staff feels confident that the person has calmed down sufficiently to have a reasonable conversation with them, they should contact them again at a mutually convenient time. There should be another senior member of staff present with them for any face to face meetings.

- h. If the member of staff feels that they are going to be subject to a difficult phone call or meeting they should inform their line manager and have them present at the time, with the call on speakerphone. It is important that staff do not expose themselves to unnecessary risk e.g. meeting taking place in an isolated part of the school.
- i. Where an incident or conversation has had to be referred to the Head Teacher, the member of staff must make written notes of the event.
- j. Where the Head teacher has been unable to resolve the issue he/she will need to make a thorough investigation into all the facts and write a detailed and accurate report for the Governors and Trust. The form shown as appendix 1 will need to be completed.
- k. Where the Head Teacher and Governors, in liaison with the Trust, seek to ban a person or persons from the school site for a set period of time, they must also complete appendix 2. The person/persons being banned should be informed in writing. The letter should state the reason, consequences, set period of time and where they may go if they wish to appeal.
- l. It is important that the member of staff who has experienced aggressive behaviour from a parent/guardian or member of the public should be given the opportunity to talk over events with their line manager and the Head Teacher and that they should be monitored after the event to see if there are any signs of stress or continuing fear.
- m. Incidents occurring in the school need to be recorded and the Head Teacher and Senior Staff need to gauge whether there are any widespread or increased incidents that are occurring. If there are any increased trends appearing this in turn needs to be analysed and brought before the attention of the Governors.
- n. In all cases of physical assault or threats of such action, these will be reported to the Police and Trust and will automatically result in a ban.

**Record of aggressive or anti-social behaviour**

Head Teacher's name \_\_\_\_\_

Person or Persons involved \_\_\_\_\_

Date and time of incident \_\_\_\_\_

Relationship to child/children in the school \_\_\_\_\_

Child / children's name \_\_\_\_\_

Incident or Problem [please give as much detail as possible]

Further action or recommendation

Signature of person compiling report \_\_\_\_\_

Date \_\_\_\_\_

**Notice of an exclusion from St. George's school site**

Name of person being denied access to the school.

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Names of members of staff who witnessed the abuse.

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People or bodies notified over the exclusion notice.

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Reason for the exclusion;

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Length and dates of the exclusion;

From \_\_\_\_\_ To \_\_\_\_\_

Length of time \_\_\_\_\_

Head Teacher's signature \_\_\_\_\_

Chair of Governor's signature \_\_\_\_\_