

# POLICY FOR MANAGING ABUSIVE OR VIOLENT VISITORS

## Introduction

The School should be an orderly, safe place where relationships between staff and visitors are conducted within an atmosphere of mutual respect.

All members of the school community have a right to expect that School is a safe place in which to work and learn.

Abusive, aggressive or threatening behaviour or violence have no place in our school. If it occurs, it is important for any staff subject to it to follow the advice below, to protect themselves and others from further harm or distress.

## What a staff member should do in an incident

If a member of staff either witnesses or is subject to abusive, aggressive, threatening or violent behaviour, the following steps should be taken, dependent on the nature of the incident and who the person is:

- Try to defuse the situation and calm the person down.
- Invite them into a room away from other people (e.g. angry parent).
- Invite them to make their case or pursue their interests in a different time/place (e.g. complaints procedure).
- Take steps to ensure personal safety, if this appears threatened (e.g. backing away, or walking away).
- Report the incident either to Reception, Julie Noon or the Headmaster as soon as practical.
- If help is not available and the behaviour persists, request that the person leaves the school site.
- If other steps have proved inadequate, prompt support from a senior member of staff is not forthcoming, the behaviour persists and harm to staff or pupils appears a possibility, phone the Police.

## The response by management: immediate

Once an incident has been reported, the Headmaster, his Deputy or another senior member of staff will take charge of the situation and take appropriate steps, which are likely to include:

- Taking further steps to defuse the situation and/or isolate the person.
- Pointing out that the behaviour being demonstrated is unacceptable.
- Requesting the person leaves the school site.
- Phoning the Police.

## Subsequent response

- A written report of any instances of abusive, aggressive or violent behaviour should be submitted to the Headmaster, detailing what happened, to whom and what actions were taken.
- The Headmaster will consider appropriate follow-up actions, which might include reports to the Police or legal proceedings to bar the visitor from the school site or pursue prosecution for any offences committed, according to the Headmaster's judgement.
- The School will support the victim of any such incidents and be mindful of the potential impact upon them.