The vast majority of visitors to our school, whether they are parents, other family members, members of the community or other guests, demonstrate the values which we want to promote to our pupils in school. We value interaction between staff and the families of our pupils.

 Sadly, there are occasions where visitors do not behave as we would deem acceptable. All schools have been encouraged to consider what to do in the situation where unsatisfactory behaviour arises. The school owes a duty of care to all persons at our school - employees and children.

 What do we mean by Abusive or Threatening Behaviour

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.

In a school context this could mean someone shouting at a member of staff, either in person or on the phone, acting aggressively, including using intimidating body language, as well as actual violence. It also covers comments posted on social networking sites or situations where members of staff are approached.

Rights and Expectations of The School Community

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

There will be a zero tolerance of violence, threatening behaviour, and disorderly conduct, including abuse in all forms, against school staff or other members of the school community.

Where such behaviour does occur, action will be taken to deal with the person or persons concerned.

Action to be taken if an incident occurs

If an incident involving threatening behaviour or abuse does occur, then an incident report form will be completed by the member of the school community against whom the abuse was directed. In the case of this being a pupil, a member of staff may complete the form on their behalf.

\*\*ANY INCIDENTS OF VIOLENT CONDUCT WOULD IMMEDIATELY PROCEED TO STEP 5\*\*

At any stage, the school may report serious incidents of abusive and threatening behaviour to the Local Authority. The school has a statutory responsibility to report any racist or discriminatory incidents to the Local Authority. Any act of actual or threatened violence will be referred to the police immediately.

All incidents will be recorded and passed onto the relevant authorities so that patterns of behaviour can be monitored.

Step 1 - Verbal warning: The Head Teacher will speak to the person or persons perpetrating such an incident, privately. It will be put to them that such behaviour is unacceptable and an assurance will be sought that such an incident will not be repeated. It will be stressed on this occasion that repetition of such an incident will result in further more serious action being taken. If the Head Teacher has been subject to abuse this will be done by the Deputy Head Teacher.

Step 2 - Written warning: If a second incident occurs involving the same person or persons, the Head Teacher will write to the adult(s) informing them once again that this conduct is unacceptable. As for Step 1, if the Head Teacher has been subject to abuse this will be done by the Deputy Head Teacher.

Step 3 - Final written warning: If a third incident occurs involving the same person or persons, the Head or Deputy Head, will write to the adult(s) giving a final warning that this abusive and threatening behaviour is unacceptable, and that a repetition of this conduct will leave the Managements Team no alternative but to take further action.

Step 4 – Management Team’s ban letter: If such an incident recurs, or if an initial incident is considered serious enough by the Head Teacher, or Deputy Head Teacher this may result in a person or persons being excluded from school premises and where relevant, a child’s place terminated.

Step 5 - Involvement of the police: If following a decision to ban a person from the school premises, that person nevertheless persists in entering school premises, 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 all stages, the person or persons will have the right to appeal. This excludes step 5 as any incidents referred to the police become a matter between that person and the police.