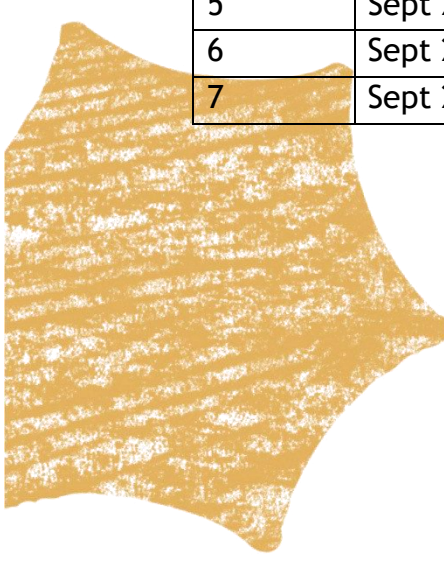


Violence, Aggression and Abuse Towards Staff Policy

This policy was reviewed by the Executive Leadership Team in September 2026



Version	Date	Detail
1	13/11/20	Newly created policy
2	25/11/2021	No change
3	10/06/2022	No Change
4	Sept 2023	Change of MIS system for recording and reporting incidents.
5	Sept 2024	No change
6	Sept 2025	No change.
7	Sept 2026	No change.

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Statement of intent

Connect Academy Trust is committed to preventing violent behaviour directed towards our staff by parents and pupils. No member of staff will be expected to accept exposure to violence as part of their job role.

We employ a **zero-tolerance policy on violence** towards members of staff; under no circumstances is violence towards any member of staff considered acceptable.

1. Legal framework

1.1. This policy has due regard to all relevant legislation and statutory guidance including, but not limited to, the following:

- Health and Safety at Work etc. Act 1974
- The Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR)
- Education Act 1996
- Local Government (Miscellaneous Provisions) Act 1982
- HSE et al (2009) 'Preventing workplace harassment and violence'
- DfE (2018) 'Controlling access to school premises'

1.2. This Policy operates in conjunction with the following school policies:

- Staff Code of Conduct
- Health and Safety Policy
- Grievance Policy
- Complaints and Compliments Policy

2. Definitions

2.1. For the purpose of this policy "**harassment**" refers to when someone is repeatedly and deliberately abused, threatened and/or humiliated in circumstances related to work.

2.2. For the purpose of this policy "**violence**" refers to when someone is assaulted in circumstances related to work.

2.3. Types of violence, threatening behaviour and abuse understood in this policy include:

- **Verbal abuse** - abusive and aggressive language, oral or written.
- **Physical assault** - assault causing minor injury, such as a graze, minor bruising, reddening of the skin, minor cuts/lacerations, or a more serious injury.
- **Physical abuse** - attempted assault which did not result in physical harm.
- **Sexual assault** - sexual assault resulting in physical harm such as bruising, cuts/lacerations, or more serious injury.

- **Sexual abuse** - inappropriate sexual behaviour not resulting in physical harm.
- **Property damage or theft** - damage to, or theft of, the employee's personal property.
- **Other** - any form of physical assault or psychological abuse not defined above, which the employee considers sufficient to warrant concern.

3. Roles and responsibilities

3.1. The Trust will:

- Acknowledge its legal duty of care towards school staff and pupils and its responsibility to ensure the school is a place where both staff and pupils are safe from violence or aggression.
- Ensure the health, safety and welfare of all staff in school.
- Oversee the implementation of this policy.
- Advise all members of staff of this policy.
- Ensure all staff likely to be affected are informed, through the Headteacher, of any circumstances which are likely to carry a risk of violent or aggressive behaviour.
- Authorise appropriate members of staff to exclude persons behaving inappropriately from the school premises, under Section 40 of the Local Government (Miscellaneous Provisions) Act 1982.

3.2. The Headteacher will:

- Ensure that all staff have read and understood this policy.
- Create and maintain a Staff Code of Conduct and ensure all staff adhere to this code.
- Consider all reported incidents against the definitions outlined in section 2.
- Support victims and alleged perpetrators where necessary.
- Take a zero-tolerance stance towards violence in the workplace and make clear what support is available to victims of violence or harassment.

3.3. All members of staff will:

- Follow the procedures for preventing, dealing with, and recording and reporting incidents.
- Report every instance of probable violence and aggression, and any hazards, risks or problems, to the headteacher.
- Assess the risk to themselves in each situation and do their utmost to ensure their own safety.
- Keep evidence of any harassment or violence directed towards them and report incidents without hesitation to the headteacher, or (if the report is against the Headteacher) to the CEO.

4. Preventing incidents

Staff will receive appropriate training as part of their induction, and follow-up training as required.

5. Dealing with incidents

- 5.1. When dealing with an incident, staff are advised to employ the following strategies:
 - Be assertive but not aggressive.
 - Speak calmly without raising their voice.
 - Be polite but firm.
 - Seek assistance.
 - Maintain a safe distance from the aggressor.
 - Think of an escape route, should the need arise.
 - Be mindful of body language and stances to physically defend themselves.
 - Walk away, where possible
- 5.2. All incidents will be logged and recorded on an Incident Report Form within C-Poms.
- 5.3. The Headteacher should be immediately informed of any incidents and should liaise with the CEO and the police where necessary.
- 5.4. The police should be called via 999, in cases of emergency, where:
 - There is danger to life.
 - There is a likelihood of violence.
 - An assault is in progress.
 - The offender is on the school premises.
 - An offence has just occurred and an early arrest is likely.
- 5.5. In the event of an emergency, staff should also acquire assistance from a member of the Leadership team, if available, or the nearest member of staff.
- 5.6. Where police involvement is required, but the incident is not considered to be an emergency, the local police should be contacted on local police non-emergency phone number 101.
- 5.7. Help, support and counselling are made available to victims of violence at the time of the incident and in the long-term.
- 5.8. Any member of staff or pupil who engages in an act of violence towards a member of staff will be subject to the appropriate disciplinary procedures.
- 5.9. Any accusations found to be false or malicious will not be tolerated and disciplinary action will be carried out.

6. Harassment

- 6.1. If a staff member becomes subject to harassment from individual parents or pupils, this may constitute an offence under the Protection from Harassment Act 1997.
- 6.2. In cases of harassment, staff should make records of all incidents in writing, taking note of the date, location, and means of communication.
- 6.3. Staff should inform the Headteacher, who will contact the CEO for advice and support.

7. Banning from the school premises

- 7.1. Parents will be barred from the school premises if they act aggressively or pose a significant threat to the safety and security of the school community.
- 7.2. The school will record every incident in CPOMS, including witness details, should evidence need to be provided in court.
- 7.3. Any incident which could warrant an individual being barred from the school premises will be reported to the headteacher.
- 7.4. If a person who has been banned subsequently trespasses on the premises and causes nuisance or disturbance, this may be considered a criminal offence under Section 547 of the Education Act 1996.

8. Recording and reporting incidents

- 8.1. All incidents should be recorded in CPOMS
- 8.2. All incidents will be reported to the Headteacher.
- 8.3. Report form (appendix 1) to be completed.
- 8.4. Evidence collected may be used later if court proceedings are brought against an alleged assailant.
- 8.4 Risk assessments will be carried out on individual pupils whose behaviour constitutes cause for concern.



APPENDIX 1

Aggressive Behaviour /Violence Report Form

Key information

Name and job title of person reporting the incident	
Date and time report was made	
Details of person subject to violent/aggressive behaviour	
Related incidents (attach relevant report forms)	

Incident details

Date and time of incident	
Name(s) of people causing violence or showing aggression	
Role of person causing violence or showing aggression (e.g. pupil, visitor, parent, contractor, volunteer)	
Full description of the incident including: - Causes and lead up to the incident - Location - All known persons involved - Injuries - Use of offensive weapons (including a description) - Medical treatment required - Presence of emergency services - Who assisted the affected person	
Names, roles and address (if non-employee) of witnesses *Attach statements obtained from witnesses to this form	

Staff or pupil absences caused by incident, and length of absence (if known)	
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Response details

Initial actions taken by school	
Follow up actions taken by school	
Has a risk assessment been carried out? If so, list conclusions and suggested actions	
Have outside services (e.g. police, family services, child protection services) been informed? If yes, provide details	
Has this incident resulted in any member of staff being absent from work for more than 7 days? If yes, state who and for how long	
For Management/HR use only:	
RIDDOR Reportable? Yes/ No Followed up by Management/HR on (date):	



APPENDIX 2

BANNING PARENTS FROM SCHOOL SITE: GUIDANCE NOTES FOR MANAGERS

The legal basis for a school site ban

The DfE has issued non-statutory guidance for schools on controlling access to a school site.

This confirms that school sites are private property and nobody has an unfettered or automatic right to enter school property, even if their child attends that school. Parents of pupils attending a school have an implied licence to come onto the school premises at certain times and for specific purposes, such as dropping off and collecting their child, attending a school event or attending scheduled appointments with staff.

Schools are entitled to vary or withdraw that licence. This may be in response to a change in school practices (e.g. a parent being asked to access the school site via a different drop off gate) or in response to unacceptable parent behaviour.

Imposing a school site ban

Imposing a school site ban on a parent for unacceptable behaviour is a serious step and you should exercise that power lawfully, reasonably, fairly and follow a clear procedure.

Notice and warnings

All parents should be made aware of the behaviour that the School/Trust deems to be unacceptable and what steps may be taken in response. This information needs to be included in a Parent Code of Conduct/Agreement and also in our and School visitor notice.

Incidents of unacceptable behaviour should be logged in a timely fashion and in sufficient detail by completing an Incident Record Form included in this toolkit.

Unless the parent's behaviour is so serious that immediate action is warranted (e.g. acts of violence or other serious behaviours where police involvement has been necessary) then it would be usual in the first instance to issue the parent with a warning letter containing details of the incident or behaviour, an explanation as to why you regard the behaviour as unacceptable and what steps may be taken in response to incidents of a similar nature in the future.

Issuing a warning letter, rather than taking immediate action, gives the parent the opportunity to reflect on their behaviour and to choose to act differently in the future. It is also important evidence that the School/Trust has acted reasonably in the event that the decision to take action is challenged.

In some cases, it may be appropriate to issue more than one warning letter before moving to implement a site ban. A template warning letter is included in the toolkit.

Deciding to ban

If a parent's behaviour has been so serious that an immediate ban is considered appropriate (e.g., acts of violence or other serious behaviours where police involvement has been necessary), or the parent has continued to behave in an unacceptable manner despite warning(s), then the School/Trust can issue a ban from the school site. You may wish to consider a ban from multiple sites where this action would be justified. A template banning letter is included in the toolkit.

Seeking parent representations

In relation to a ban from the school site, the DfE's guidance states that a school can either: a. bar a parent temporarily, until the individual has had the opportunity to formally present their side, or b. tell the parent that they intend to bar them and invite them to present their side by a set deadline.

After the parent's representations have been heard, the school can decide whether to continue with barring them. Following this, the school will then need to write to confirm the ban or inform the parent that the ban has been lifted.

Reviewing the ban

Open-ended restrictions are likely to be regarded as unreasonable. For this reason, any restriction on a parent's access to the school site should be for a fixed period. The length of this will depend on the circumstances, but a half term or a school term are commonly used timeframes.

It is helpful to maintain a written record of the review by completing the 'Review of Bank Record' included in the toolkit. You should write to the parent to confirm the outcome of the review. In most cases, the parent should be informed in writing that the restrictions have been lifted but advised that these restrictions may be reinstated in the event of subsequent instances of similar unacceptable behaviour. In some cases, it may be appropriate for restrictions to remain in place following a review. This may be the case if there have been repeated breaches of the restrictions throughout the period (see below). In such cases, the parent should be informed in writing that the restrictions are to remain in place, why this is the case and when the restrictions will be reviewed again. As before, a parent has the right to make representations about the school/Trust's decision.

Responding to breaches of a school site ban

Once the licence has been removed, a parent accessing the school site is guilty of the civil offence of trespass. The Trust or School may take civil action (usually an injunction) in response to this, although it is uncommon in practice for schools to do so. You should seek legal advice if you consider that civil action may be justified.

A parent can also be found to have committed a criminal offence under section 547 of the Education Act 1996 if they are on school property without permission or lawful reason and cause or permit a nuisance or disturbance. An example would be a parent who is banned from the school site accessing the school property and shouting at or threatening a member of staff. These instances should be reported to the police. Your report should be clear that the parent's licence to access the school property has been removed and you consider there to have been a breach of section 547 of the Education Act 1996.

Breaches of the site ban should be logged using the Incident Record Form. You should also write to the parent with details of the incident or behaviour and explain what may happen in the event of a further breach.

