



Keeping the School Community Safe Policy

Introduction

St Christopher Primary School will not tolerate physical, verbal, aggressive abuse / behaviour directed towards any of the School Community. i.e. a member of staff, a pupil, a visitor, volunteers or parents/carers.

School will take appropriate action to calm and diffuse any situation that may arise in a fair and consistent manner.

Where conflict cannot be resolved or diffused or there is the possibility of imminent physical harm towards an individual or School property, the School reserves the right to call upon the Police to intervene.

The School also reserves the right to consider 'managing' access for an individual to School Premises as a result of their abusive or aggressive behaviour.

Aims

- To protect all teaching and non-teaching staff and students, visitors and volunteers at St Christopher Primary school from potential physical/verbal or emotional abuse.
- To defuse the potential conflict situation as far as possible.
- To deal fairly and fully with any complaint.
- To inform the complainants in a non-aggressive but firm manner of the results of any enquiry.
- To inform the complainant of their right of appeal to the Governors' Complaints Panel if a complaint is not resolved by the School (via Complaints Procedure/Policy).
- To ensure that, where a access is restricted from the School Premises is considered, it is fair, consistent and proportionate to the incident and that the correct procedure is followed.

Procedure

On the School Premises

If a parent, carer or member of the public begins to exhibit aggressive or abusive behaviour towards any member of the school community whilst on the School premises the nearest member of staff shall:

- Contact the most senior member of staff possible and inform them of the situation. Where possible the Senior Member of Staff will attend and take charge of further actions. The complainant **MUST NOT** be allowed access to a staff member about whom they are complaining.

If it is safe to do so, the Senior Member of Staff shall:

- Try to get the complainant to sit down quietly in a private situation (office etc.), invite another member of staff to join them. Leave clear access to the door, leaving the door open. If this is not possible, ensure the area is cleared of unnecessary people (pupils, staff or visitors) who could be at risk from harm should the situation escalate.

- Explain that what the complainant is saying is important, that the individual they are concerned about is not available but that the School wishes to hear what they have to say.
- Take notes whilst the complainant is speaking and shall check with the complainant both during and at the end of their statement to ensure that the information they have provided has been recorded correctly.
- Explain that the information they have provided has been taken seriously and will have to be passed to the Head Teacher who will investigate and respond directly to them. Confirmation that the School has the complainant's correct contact details shall be obtained.
- Explain that the investigation may take several days but that the Head Teacher will contact them.
- Explain that if they are not satisfied with the reply from the Head Teacher they are entitled to take their complaint to the School's Governing Body.
- Offer a copy of the School's Complaints Procedure Policy.
- Try to get them to leave in a calm and quiet manner.