



MANAGING VIOLENT & AGGRESSIVE VISITORS POLICY

Approved by:	Resource Committee	Date: 19.11.25
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Last reviewed on:	November 2025 (ratified by FGB 04.12.25)
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Next review by:	November 2026
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At Silverwood School, equal opportunities are central to everything we do. We are dedicated to ensuring that every member of our school community has an equal opportunity to access our services and support.

As part of our commitment to the Public Sector Equality Duty (PSED), we have carefully considered and analyzed the impact of this policy on equality, particularly for pupils with protected characteristics. This is in line with our duty to eliminate discrimination, advance equality of opportunity, and foster positive relationships.

This policy is designed to support all pupils, covering pre-formal, semi-formal, and formal curricula. It includes students at various levels of language and communication, from early/preverbal to those who communicate verbally and in writing. Our approach is child-centered, ensuring as much as possible that pupils understand their experiences, the reasons behind them, and the options available to them.

Statement of Principles

Silverwood School values strong partnerships with parents, carers, and the wider community, believing that a positive relationship between home and school greatly benefits our pupils.

Most parents, carers, and visitors to Silverwood School work collaboratively with us and are supportive of the school. However, on rare occasions, negative attitudes may lead to incidents of aggression or verbal and/or physical abuse directed at school staff or the broader school community.

In such situations, Silverwood School expects its staff to respond professionally, making every effort to defuse the situation and involving other colleagues as needed. All staff members have the right to work without fear of violence or abuse and, in extreme cases, the right to appropriate self-defence.

We expect parents and visitors to treat school staff with respect. This policy outlines the actions that will be taken if behaviour is deemed unacceptable.

Types of behaviour

The Governing Board and school leadership deem the behaviours listed below as serious, unacceptable, and strictly prohibited:

- shouting at members of the school staff, either in person or over the telephone;
- physically intimidating a member of staff (e.g., standing very close to her/him);
- the use of aggressive hand gestures;
- threatening behaviour;
- shaking or holding a fist towards another person;
- swearing;
- pushing;
- hitting (e.g., slapping, punching and kicking);
- spitting;
- breaching the school's security procedures.
- using derogatory language about a member of staff and publishing this online
- making unfair and unfounded comments about a member of staff and publishing these online

This list is not exhaustive but provides examples of behaviours that will not be tolerated. Unacceptable behaviour may lead to the involvement of the school's governing body and, if necessary, the police.

Procedure to be followed

If a parent or carer acts in an unacceptable way toward a member of the school community, the Executive Headteacher, Director of Learning, Head of Campus, or another senior staff member will work to resolve the situation through discussion and mediation. In some cases, the Executive Headteacher may issue a warning letter detailing the nature of the inappropriate behaviour toward staff. If appropriate, the school's complaints procedures should also be followed.

If all procedures have been exhausted and aggression or intimidation persist, or in cases of extreme violence, the Executive Headteacher may issue a ban on the parent or carer from school premises for a specified period.

In imposing a ban

The following steps will be taken:

1. The parent or carer will be informed, in writing, that she/he is banned from the premises, subject to review, and what will happen if the ban is breached e.g., that police involvement or an injunction application may follow;
2. Where an assault has led to a ban, a statement indicating that the matter has been reported to the employing body and the police will be included;
3. The Chair of Governors will be informed of the ban;
4. Where appropriate, arrangements for pupils being delivered to and collected from the school gates will be clarified.

Conclusion

The employing body may take action where behaviour is unacceptable or there are serious breaches of a home-school code of conduct or health and safety legislation. In implementing this policy, the school will, as appropriate, seek advice from the employing body's education, health and safety and legal departments to ensure fairness and consistency.

This policy will be reviewed annually.