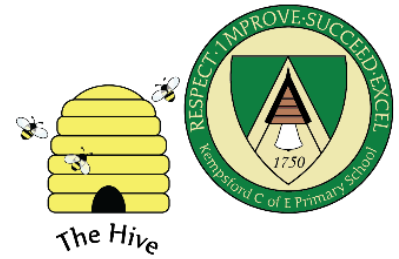


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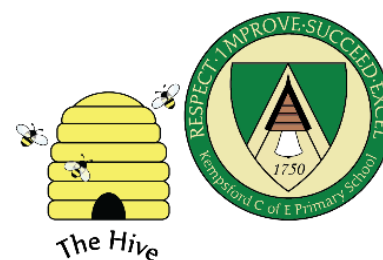
Staff Protection Policy

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Document History

Version	Date	Comments
1.0	1st th July 2019	New policy document approved
2.0	November 2023	No changes
3.0	November 2024	No changes

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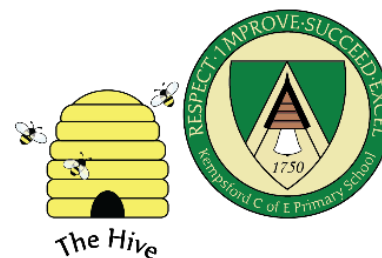
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1 Scope of this policy

- 1.1 This policy outlines the School's approach to protecting its staff and Governors from all behaviour from any non-employee which causes distress. The Governing Body of this school is committed to ensuring that all employees and governors at our school should be treated in a consistent, fair and sensitive manner.

2 Definition of behaviour which causes distress

Behaviour may take the form of

- 2.1 verbal or physical abuse of any staff or Governor of Kempford Primary School (KPS).
- 2.2 behaviour causing concern to any staff or Governor of Kempford Primary School (KPS).

Abuse or behaviour causing concern may take place in various contexts:

- 2.3 In person (both one-to-one or in public)
- 2.4 On the telephone
- 2.5 In writing (including emails, texts and Instant Messaging)
- 2.6 Online (The staff and Governors will be cognisant of the Law regarding harassment/trolling)

3 Rationale

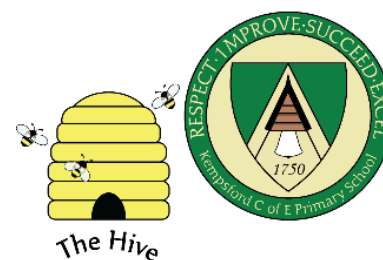
- 3.1 KPS has a legal responsibility to take reasonable steps to protect its

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staff and Governors from all forms of abuse and behaviour causing concern whilst carrying out their day-to-day duties.

4 Context

- 4.1 Regrettably, in common with other schools across the country, KPS is experiencing a rise in verbal and written abuse of its staff and Governors in a range of contexts.

5 Aims of this policy

- 5.1 To set a baseline understanding between parents, visitors, staff and Governors by providing parameters and guidelines for all.
- 5.2 To protect all staff and Governors of KPS from behaviour which causes distress.
- 5.3 To outline the procedures for how the School will handle examples of such behaviour.

6 General Principles on the Tone and Content of Communication

All communications between parents and school (and vice versa) should be:

- 6.1 Polite and courteous (in tone and content)
- 6.2 Respectful of professional integrity
- 6.3 Illustrative of our common purpose
- 6.4 Respectful of reasonable and agreed time expectations, for school staff, governors, parents and others in contact with KPS.

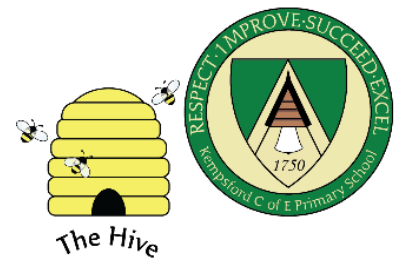
7 Procedure for KPS staff and Governors dealing with behaviour by parents and/or visitors which causes distress

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7.1 Introduction

- 7.1.1 We recognise that in our community (as in life) there will be times when frustration about what may have been said or done can occur. We are committed to helping resolve difficulties whenever they arise in a sensitive and helpful manner. Just as we demand the very highest standards of courtesy and professionalism from our staff and Governors, we also expect pupils, parents and visitors to follow the general principles listed above with regard to the tone and content of communications, be they in person, on the telephone, or in writing. The staff and any witnesses will be asked immediately for an independently written record of what was seen/heard and where appropriate, legal advice will be sought and followed.

7.2 Physical Abuse and Threatening Behaviour

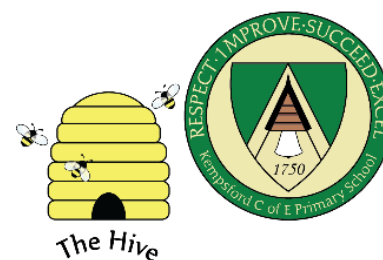
- 7.2.1 All incidents of assault/harassment on staff must be reported in writing to the Headteacher who will discuss the incident with the member of staff. The police will be contacted if it is deemed appropriate.
- 7.2.2 Staff should be aware that no physical attack or injury needs to have occurred for a common assault to have taken place. It is sufficient for a person to have been threatened with immediate violence and put in fear of a physical attack for an offence to have been committed.
- 7.2.3 The Police expect to be involved where there is clear evidence of an injury (whether physical or emotional) and will take account of previous behaviour of the offender and the likelihood of a repetition if action is not taken.

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7.2.4 The Headteacher will write to the person(s) who have shown unacceptable behaviour as per this policy and will initiate the Senior Management procedure set out in paragraph 8. If the alleged offender is a visitor to the School, a member of staff should ask them to leave the premises immediately.

7.3 Verbal Abuse in a one-to-one situation

7.3.1 All incidents of verbal abuse on staff must be reported in writing to the relevant member of the Senior Management Team (Headteacher or Senior Leader) at the earliest possible opportunity. The Senior Management procedure set out in paragraph 8 will be implemented.

7.3.2 Staff should terminate the conversation if they deem it to have become abusive.

7.3.3 The Headteacher will reply to the parent and will initiate the Senior Management procedure set out in paragraph 8 below.

7.4 Verbal Abuse in a public situation

7.4.1 All incidents of alleged verbal abuse against staff must be reported in writing to the relevant member of the Senior Management Team (Headteacher or Senior Leader) at the earliest possible opportunity.

The Senior Management procedure set out in paragraph 8 will be implemented.

7.4.2 As sporting activities can cause a rise in emotions, we must note the following. Any staff member subject to verbal abuse by parents or visitors when refereeing or attending a sports fixture, should:

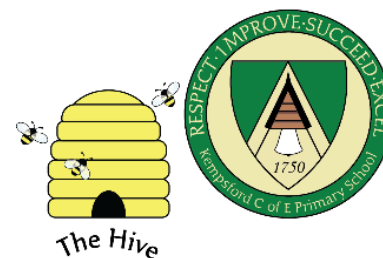
7.4.2.1 Stop the game

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7.4.2.2 Ask the parent/visitor

to leave

7.4.2.3 Where possible send for a member of the Senior Management Team (or another colleague) to observe the rest of the match.

7.4.3 Staff should record the nature of the incident and examples of the alleged abuse.

7.4.4 The relevant member of the Senior Management Team will initiate the Senior Management procedure set out in paragraph 8.

7.5 Correspondence

7.5.1 All correspondence that is unacceptable in tone or content must be passed immediately to the relevant member of the Senior Management Team (Headteacher or Senior Leader) at the earliest possible opportunity without reply to the parent.

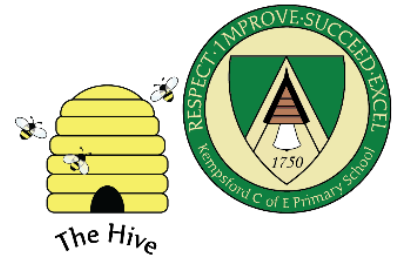
7.5.2 The Headteacher will reply to the parent and will initiate the Senior Management procedure set out in paragraph 8.

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7.6 Vexatious, malicious or defamatory behaviour

7.6.1 The school takes very seriously any action (by a parent and/or visitor) which, after full and fair consideration, is deemed vexatious, malicious, defamatory, or which sets out to undermine the reputation of the individual and/or of the School.

7.6.2 All behaviour deemed vexatious, malicious or defamatory must be reported immediately to the relevant member of the Senior Management Team (Headteacher or Senior Leader) at the earliest possible opportunity without discussion with the parent or visitor.

7.6.3 The staff member concerned should provide the relevant member of the Senior Management Team with the evidence (e.g. screenshots from Social Networking sites, notes from the relevant conversation or the email concerned etc.)

7.6.4 The Headteacher will reply to the parent and will initiate the Senior Management procedure set out in paragraph 8.

8 Senior Management Procedure

The Senior Management **Four Step Procedure** for following up on alleged abusive behaviour towards staff is as follows:

- 8.1 Step One - Phone call/Meeting with Headteacher.
- 8.2 Step Two - Phone call/Meeting with Headteacher, followed by a formal warning letter.
- 8.3 Step Three - Phone call/Meeting with the Chair or Vice Chair of Governors.



8.4 Step Four – Case reported to the police.

Note: Serious abusive behaviour (such as Physical Abuse or making career- threatening malicious and defamatory comments about teachers) will be dealt with at Stage Two, Three or Four of the procedure, without going through the prior stages.

9 Sanctions

The following sanctions may be applied to parents and visitors.

9.1 Warning letters to parents or visitors.

9.2 Permission to attend School functions may be withdrawn, including (but not limited to):

9.2.1 Sports matches.

9.2.2 Cultural activities.

9.2.3 Permission to attend parent-teacher meetings.

9.3 Restrict all communication with the School through a member of the Senior Management Team.

9.4 Permission to be on School premises may be withdrawn.

10. THE LAW

- a. As legislation is often amended and Regulations introduced, the references made in this Policy may be subject to legislation that has been superseded. For an up to date list of legislation applying to schools, please refer to the Department for Education website at www.education.gov.uk/schools.
- b. Bullying and harassment, whether single acts or a course of conduct, can be criminal offences under a range of different laws:
 - i. The Protection from Harassment Act 1997.
 - ii. The Malicious Communications Act 1988.

- iii. Section 127 of the Communications Act 2003.
- iv. Public Order Act 1986.
- v. The Defamation Act 1952 and 1996.
- vi. Equality Act 2010.