



## Procedure

If a parent, carer or member of the public begins to exhibit aggressive or abusive behaviour towards any member of staff, a student, visitor or volunteer 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. Female staff should not try to deal with aggressive males.

**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 (students, 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 leaflet.
- Try to get them to leave in a calm and quiet manner.

**If at any stage matters start to get out of control**

- i) the interview shall be terminated as politely as possible,**
- ii) additional help shall be summoned.**

**In extreme cases, (eg threatened or actual physical violence or assault, refusal to leave the premises etc) the Senior Member of Staff shall summon the Police immediately.**