

**PADNELL INFANT SCHOOL**  
**BOARD OF GOVERNORS**



**ZERO TOLERANCE OF VERBAL AND PHYSICAL ABUSE**  
**OF STAFF POLICY**

<b>Name of Unit/Premises/Centre/School</b>	Padnell Infant School
<b>Date of Policy Review</b>	January 2024
<b>Date of Next Review</b>	January 2026
<b>Name of Headteacher</b>	Mrs Mandy Grayson

## Administration Record

Issue	Modification	Approved
1	For Curriculum and Standards Committee Approval	April 2016
1.1	Curriculum and Standards Committee Approved	April 2016
2	FGB	20 January 2020
3	FGB	24 January 2022
4	FGB	26 February 2024
5	FGB	19 January 2026

## Contents Page

- Administration Record ..... 2**
- Contents Page..... 3**
- 1 Policy Statement..... 3**
- 2 Scope.....4**
- 3 Definition of Violence, aggression and abuse.....4**
- 4 Managing Incidents.....5**
- 5 Support.....5**
- 6 Involving the Police and prosecution.....5**
- 7 Taking matters further.....5**
- 8 Monitoring and reviewing.....6**

## **1 Policy Statement**

Padnell Infant School accepts its responsibilities towards maintaining the health, safety and welfare of all its employees. We place high value on creating a positive working environment and take the view that any form of violence, aggression and abuse towards any employee is unacceptable. Padnell Infant School operates a “Zero Tolerance” attitude to abuse, and affirms that our staff should not be expected to tolerate unacceptable, aggressive and abusive behaviour from parents, other employees, contractors, or members of the public. All our employees have the right to be able to perform their duties without fear of abuse or violent acts. Padnell Infant School employees should not consider violence or abuse to be an acceptable part of their employment.

The purpose of this policy is to enable Padnell Infant School to meet its obligation to protect and support employees as far as is possible while they are at work.

## **2 Scope**

This policy applies to all Padnell Infant School employees, including temporary and agency contractors, supply teachers, volunteers, students and those on work experience. It forms an integral part of Padnell Infant Schools policy on Health and Safety and applies along with specific operational guidance for managing violence, aggression and abuse in the workplace. The policy applies to all situations in which violence, aggression and abuse at work may occur in connection with the duties and activities of our employees.

## **3 Definition of Violence, aggression and abuse**

Padnell Infant School defines an incident of violence, aggression and abuse as:

‘any incident in which a Padnell Infant School employee or person working in Padnell Infant School is abused, either verbally or in written communication [including photos, messages and AI generated content and the use of discriminatory language], threatened or physically assaulted by another person.

Where an abusive incident has taken place and the motivation for the abuse is believed to have included any of those added elements, Padnell Infant School believes incidents of this nature must be reported, tracked, monitored, logged and analysed in ways which highlight trends or patterns in hatred or prejudice using the appropriate Hampshire County Council forms.

Incidents of Padnell Infant School employee to employee violence, aggression and abuse will be dealt with through Hampshire County Council’s Disciplinary Procedure.

## 4 Managing Incidents

Operational procedures as outlined in this policy must be put in place by the Headteacher to provide guidance for employees on minimising or responding to violent, aggressive or abusive incidents. This should include details of emergency procedures, such as evacuation in response to a bomb threat as detailed in our Emergency Evacuation Plan. All employees must be familiar with this policy and any local workplace procedures.

In particular, employees must be aware of local workplace procedures for raising the alarm and getting help if an incident occurs.

Following a violent or aggressive incident a debriefing should take place with the Headteacher. If the incident involves the Headteacher the Chair of Governors or a member of the HTPR panel should support.

It is recognised that each individual employee will have a differing threshold and perception of what they consider as “abusive”. Padnell Infant School does not wish any employee to feel uncomfortable or threatened when dealing with difficult situations, and wishes to support the principles of equality and respect.

## 5 Support

Padnell Infant School will ensure that all employees who are victims of violence, aggression or abuse will have access to appropriate support. Headteachers are responsible for making sure that debriefing is carried out as soon as possible after the incident with all the employees involved.

Employees may need time off to receive medical attention, legal advice, counselling support, or to be in contact with the police. An independent and confidential counselling service is available to all employees. Please find details on the staff wellbeing notice board in the staffroom.

## 6 Involving the Police and Prosecution

Padnell Infant School is actively committed to protecting employees from violence, aggression and abuse. In certain circumstances it may be appropriate to initiate criminal proceedings against those who carry out assault or where the abuse is considered to be motivated by hatred or prejudice. All employees are encouraged to report all incidents to the Headteacher and will be supported by the school throughout the process.

## 7 Taking matters further

Where a person’s aggressive or violent behaviour impairs an employee’s ability to undertake his/her duties properly or has become a threat to the safety of an employee, Padnell Infant School reserves the right to terminate contact with an appropriate warning.

If a parent, or someone representing a parent, is violent or aggressive, s/he will be told what is considered unacceptable behaviour and its possible consequences. The advice and support of the Legal team will be sought. If the behaviour continues, the member of staff, following consultation with the Headteacher may ask the person to leave the premises. In the rare case of repeated violence, aggression or abuse the person will receive a written warning signed by the Headteacher.

As a last resort, the Headteacher will advise the governing body on a decision to set in place special arrangements for the handling of an individual based on the particular circumstances of the individual case. Each case will be considered individually and all employees will be given information specifying the action they should take in response to varying levels of incidents and may include a ban from the school site.

## **8 Monitoring and Reviewing**

The Headteacher will report to the governing body in the termly report any violent incidents. This policy should be reviewed at least every two years and the review processes will include the collecting and monitoring of all reported incidents by our Health and Safety Manager.

Note: This policy may be replaced/ or complimented by a new policy coming soon from HCC entitled 'Acceptable Parental Behaviour' required due to the increased number of incidents and complaints that schools are receiving.