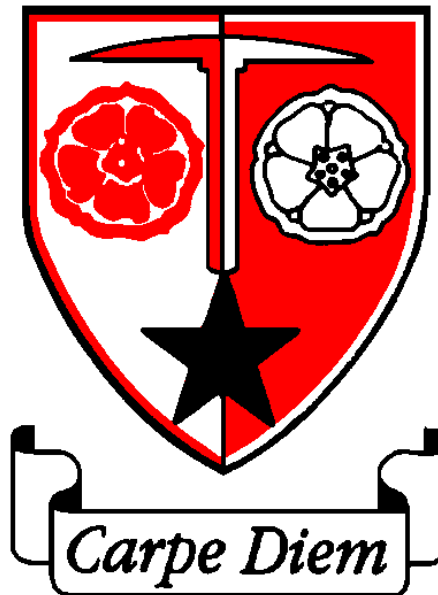


Audenshaw School



Respect Policy

This policy is reviewed every two years by the Personnel Committee.

History of Document

Issue No	Author/Owner	Date Written	Approved by Personnel	Received by Governors	Comments
1	Jeanette Saw	21/03/17	28/03/17	29/03/17	
1.1	Sarah Monks	18/07/2019	19/09/2019	19/09/2019	Minor amendments
1.2	Sarah Monks	29/03/2021	22/03/2021	22/03/2021	Minor amendments
1.3	Sarah Monks	13/06/2023	11/07/2023	11/07/2023	Minor amendments
1.4	Sarah Monks	20/08/2025	18/09/2025	18/09/2025	Minor amendments

OUR MISSION

Our school aims to provide a quality education in a caring community based on values of respect, responsibility and resilience and a relentless pursuit of excellence in all that we do.

OUR VISION

Our School will be recognised as a fully inclusive, aspirational, high achieving centre of excellence, firmly rooted in the local community.

We will create, develop and maintain a challenging and stimulating personalised learning environment where no student is overlooked or left behind and where teaching and learning is high quality, inspirational and innovative.

We will consistently have high academic standards and expectations for every individual and continue to place considerable value on sport and healthy living and developing strong links with the community.

All members of our school community will be valued and every success will be celebrated.

Our School will maintain a safe, secure and caring environment in which to work and learn.

AUDENSHAW SCHOOL SAFEGUARDING STATEMENT

This School is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment.

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1. INTRODUCTION

Audenshaw School will not tolerate physical or verbal abuse or aggressive behaviour directed towards any member of staff, a student, visitor or volunteer and 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 banning an individual from School premises as a result of their abusive, aggressive or unacceptable behaviours.

Aims

- To protect all staff and students, visitors and volunteers at 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 Chair of Governors if a complaint is not resolved by the School (via Complaints Policy).
- To ensure that, where a ban from the School premises is considered, it is fair, consistent and proportionate to the incident and that the correct procedure is followed.

Behaviours unacceptable on school premises are:

- Malicious allegations towards other Parents, Staff, Governors, Visitors
- Threats or threatening behaviour
- Offensive Language
- Intimidating, aggressive and/or confrontational behaviour – verbal or non-verbal
- Inciting hatred and hostility towards others
- Wilful damage to property
- Theft
- Violence towards persons or property
- Derogatory, discriminatory and prejudicial remarks.

2. ON THE SCHOOL PREMISES

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. No member of staff should compromise their safety by trying to deal with an aggressive visitor and should always call another member of staff.

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 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 relevant member of staff who will investigate and respond directly to them. Confirmation that the School has the complainant's correct contact details shall be obtained.
- Offer a copy of the School's Complaints Policy.
- 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.

3. OVER THE TELEPHONE

If a parent, carer or member of the public begins to exhibit aggressive or abusive behaviour (eg use of foul language or verbal threats) towards any member of staff during a telephone call, the member of staff shall:

- Calmly state that the language used is unacceptable and the call will now start to be recorded due to the unacceptable conduct. The member of staff will also advise that they will end the call if it continues.
- Try to establish the name and contact details of the complainant (and the nature of the complaint if possible) and state that a member of the Senior Leadership Team will return their call as soon as possible.
- End the call. Make notes of what was said immediately on termination of the call and then report the incident to a member of the Senior Leadership Team.

A member of the Senior Leadership Team or Head of Executive Services will contact the complainant to establish the nature of the complaint and try to resolve the issue.

4. WRITTEN ABUSE

If a member of staff receives written correspondence (eg letter, e-mail or text) of a threatening or abusive nature from a parent, carer or member of the public, this shall be reported immediately to a member of the Senior Leadership Team and a copy retained as evidence.

The receiving member of staff will not reply to the correspondence without first agreeing the response with the Senior Leadership Team member (or, in preference, the SLT member will respond on their behalf).

Whilst the School will make every effort to resolve any issue raised by the complainant, consideration will also be given to involving the Police, especially where threats of violence have been made.

5. BANNING AN INDIVIDUAL FROM THE SCHOOL PREMISES

The School reserves the right to impose a temporary or permanent ban from the School premises on anyone who has demonstrated aggressive or abusive behaviour towards any member of staff, student, visitor or volunteer at the School.

This decision shall be made by the Principal and the length of any ban shall be proportionate to the nature and circumstances of the incident.

In the case of a parent/carers, prior to a ban being imposed (except in urgent situations), the Principal shall write to the individual indicating that a ban from the premises is being considered, stating the reasons for this and the date (usually 5 school days) by which any written representations by the individual should be received by the school before the decision is made.

The decision to implement a ban will then be reviewed by the Chair of Governors.

The Chair of Governors will consider any representations made by the individual and decide whether to either confirm or lift the ban. If the decision to ban is confirmed, the individual should be notified in writing, explaining:

- The reason for the ban being imposed
- The date of commencement of the ban
- How long the ban will be in place
- A date for review of the ban and how this will be arranged (including any reparation that may be required by the School – eg a written apology)
- Provision to be made (if a parent or carer) for access to their child during the school day (eg should an emergency occur) and the process to be followed should the parent/carers wish to contact the School or need to attend meetings at the School
- What action will be taken to remove the individual from the premises should the ban be breached.*

** Section 547 of the Education Act 1996 states that any person unlawfully present on the premises and causing or permitting nuisance or disturbance to the annoyance of persons who lawfully use the premises is guilty of an offence, may be removed from the premises by a police constable or authorised person and is liable to be fined.*

The **maximum** period before a review of a ban will be 20 school days. The banned individual will be invited to make written representations and to attend a review meeting with the Principal if felt necessary.

The Principal may remove the ban at any time prior to the review date if appropriate resolution has been achieved.

Any ban imposed will not prevent or affect the outcome of the school's investigation into any complaints raised by the individual concerned. These will be handled as per the School's Complaints Policy.

In urgent situations, the Principal may impose an immediate temporary ban in writing and provide the parent/carers the opportunity to make written representations (within 5 school days) prior to formalising any extension to the ban.



Aggressive Behaviour Incident Report Form

Name of Victim:		Role within School:	
Date of Incident:		Location of Incident:	
Name of Perpetrator:			

Nature of Incident: <i>Please tick as appropriate</i>							
Physical Assault	☐	Verbal Abuse Face to Face	☐	Verbal Abuse by telephone	☐	Other	☐

Details of incident:

Incident witnessed by:

Date reported to Principal:	
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Signed:	Dated:
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Outcome/Action Taken:
Reported to Governors: Yes/No

Date outcome advised to victim:	
Signed:	
Principal	Dated: