



**BALLYORAN PRIMARY SCHOOL**

**Zero Tolerance of Abuse  
Towards Staff  
Policy**

**April 2021**

## **Rationale**

Our School Vision states 'As a welcoming Inclusive School we aim to provide a safe, happy, caring and stimulating learning environment... In an atmosphere of tolerance and trust, we actively encourage respect...' Two of the school's core values are 'we are kind and helpful' and 'we are gentle.'

The school expects our vision and values to be upheld by all members of the school community including parents and visitors, at all times.

Ballyoran Primary School operates a zero tolerance policy to verbally or physically abusive or aggressive or threatening behaviour directed towards any member of staff from a parent, carer or member of the public and will take appropriate action when necessary.

The school reserves the right to involve the Police if necessary.

The school also reserves the right to ban an individual from School Premises as a result of their abusive behaviour.

## **Aim**

To protect all staff at Ballyoran Primary School from verbal, physical or emotional abuse.

## **Procedure**

### **On School Premises**

If a parent, carer or member of the public begins to exhibit abusive behaviour towards any member of staff whilst on the school premises the member of staff being abused shall:

1. State that this is 'verbal abuse'
2. State that they are ending the conversation and ask them to leave
3. State that they will be informing the Principal
4. Complete an Incident Report

If they refuse to leave, the Principal or in his absence the Vice Principal should be contacted immediately.

If it is safe to do so, the Senior Member of Staff shall:

- Try to get them to leave in a calm and quiet manner
- Failing that try to get them to sit down quietly in a private area (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 who could be at risk from harm should the situation escalate

If they still refuse to leave

If they still refuse to leave, the senior Member of Staff shall call the Police immediately.

### **Over the Telephone**

If a parent, carer or member of the public begins to exhibit abusive behaviour towards any member of staff during a telephone call, the member of staff shall:

1. State that this is 'verbal abuse'
2. State that they are ending the conversation
3. State that they will be informing the Principal
4. End the conversation by setting the phone down

## 5. Complete an Incident Report

### **Written Abuse**

If a member of staff receives written correspondence (eg letter or e-mail) of an abusive nature from a parent, carer or member of the public, this shall be reported immediately to the Principal and a copy retained as evidence. The receiving member of staff will not reply to the correspondence without first agreeing the response with Principal. Consideration may be given to involving the Police.

### **Banning an Individual from the School Premises**

The School reserves the right to impose a temporary or permanent ban from the School Premises on any parent/carer or member of the public who has demonstrated verbally or physically abusive or aggressive or threatening behaviour towards any member of staff.

This decision shall be made by the Principal in consultation with the Chair of the Board of Governors and the Education Authority.

### **Review and Monitoring**

This Policy will be reviewed when necessary. All incidences of abusive behaviour by a Parent/Carer or member of the public will be recorded and reported to the Board of Governors to inform review of this policy.