



Dealing with Abusive Behaviour by a Visitor Policy

Head Teacher: Mr M Brown

Chair of Governors: Mr S Fitz-Gerald

	Date	Name	Signature
Date of Policy	September 2019	Matthew Brown	
Review Date	September 2020	Matthew Brown	
Review Period		Annually	N/A
Lead Person		Head Teacher	
Prepared by	19 th September 2019	Matthew Brown	
Verified by	19 th September 2019	Bill Stone	
Approved by	19 th September 2019	Stuart Fitz-Gerald	

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Rationale

Most visitors to the school are keen to work with us and are supportive of our work. We know that students benefit from positive relationships between home and school. All members of the school community have the right to work or be in school without fear of aggression or abuse from visitors.

What is abuse?

We consider that aggressive, abusive, insulting or intimidating behaviour or language from a visitor presents a risk to staff or students. Unacceptable behaviour is such that makes a member of staff feel threatened. This can be through face-to-face contact, on the telephone or in written communication.

Abuse is:

Any kind of insult as an attempt to demean, embarrass or undermine.

Any kind of threat.

Raising of voice to be intimidating.

Physical intimidation e.g. by standing very close to or the use of aggressive hand gestures.

Use of foul or abusive language.

Our responsibility

As adults we model for students the behaviour we teach and expect.

Before replying to or calling a parent/carer check SIMS where there may be a message about who to or not to contact.

If you are in any doubt contact the relevant Student Support Officer or Assistant Head Teachers (Personal Development, Behaviour and Welfare or Deputy Head Teacher (Personal Development, Behaviour and Welfare).

It is the responsibility of the member of staff and the line manager to report any incident in line with school procedures as outlined in the health and safety policy (extract below).

Blackfen School for Girls – Health & Safety Policy

1.6 Accidents and Incidents

1.All accidents/incidents and medical emergencies are recorded using Bexley's accident/incident system.

8.The numbered accident/incident sheets will be completed by the designated person in the office and passed for investigation and review to the Business Manager who will establish the underlying cause of the accident and ensure action is taken to prevent a recurrence. The form will be copied, and the copy kept in the Business Managers office under lock, with the original being recorded on Bexley's system by the Health & Safety team.

9.Serious accidents/incidents are reported immediately to the Business Manager. In addition, an abusive incidents report form should be completed (Appendix 1).

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Procedures

Dealing with abuse - In person

Advice: Always have someone with you if you feel there may be an issue. Aim to remain calm.

If you are feeling threatened or if you are intimidated:

Warning:

"If you continue to speak to me in this manner, I will stop the meeting and ask you to leave."

If the warning is not heeded:

"I am unable to continue with this meeting at this time. I am requesting that you leave the premises."

Write down what was said. Inform your line manager. Complete an abusive incidents form.

Line manager to provide support for member of staff and to respond. Line manager must inform LT line manager.

Dealing with abuse - On the phone

Advice: Aim to remain calm.

If you are feeling threatened or if you are intimidated:

Warning:

"If you continue to speak to me in this manner, I will finish the call."

If the warning is not heeded:

"I am unable to continue with this call at this time. I am now putting the phone down."

Inform the school reception. Write down what was said. Inform your line manager. Complete an abusive incidents form.

Line manager to provide support for member of staff and to respond. Line manager must inform LT line manager.

Dealing with abuse - By email or in a letter

Advice: Aim to remain calm. Do not respond immediately.

If you are feeling threatened or if you are intimidated:

Copy the email or letter and pass to your line manager. Complete an abusive incidents form.

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Line manager to provide support for member of staff and to respond. Line manager must inform LT line manager.

Line manager to send an email response or letter response within 48 hours.

"Thank you for your letter/email. Due to the nature of the letter/email the matter has been referred to me/a.n. other..... who will be responding."

Support for the member of staff

Any support should be provided immediately. Any support provided by line manager or other staff must be documented.

The member of staff should be provided with the details of the EAP – confidential counselling - service.

The member of staff should be supported to contact the police, if this is deemed necessary, to record the abuse and to get a crime reference number.

Further follow up meetings must be held with the member of staff as continuing support.

The EAP contact details are by phone: 0800 243 458 or via assistance@workplaceoptions.com. Website address is www.workplaceoptions.com

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Appendix 1

Abusive Incidents report form



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Raising aspirations - releasing potential

Personal details of the person reporting incident	Full name: Job Title: Address where incident occurred:
Personal details of injured person	Title: Mr/Mrs/Miss/Ms/Other Name: Home address: Postcode: Daytime telephone: Age: 0-10 <input type="checkbox"/> 11-16 <input type="checkbox"/> 17-25 <input type="checkbox"/> 26-45 <input type="checkbox"/> 46-60 <input type="checkbox"/> 60+ <input type="checkbox"/> Employee <input type="checkbox"/> Visitor <input type="checkbox"/> Other (e.g. contractor, passer-by) <input type="checkbox"/>
Date/Time of incident	Date: _____ Time: _____
Location of incident (including a sketch if possible) and any other relevant information	
Type of incident	Verbal abuse/threat <input type="checkbox"/> Physical attack <input type="checkbox"/> Theft <input type="checkbox"/> Anti-social behaviour <input type="checkbox"/> Near miss <input type="checkbox"/>
Please indicate the nature of the injury you are reporting	Cut <input type="checkbox"/> Burn <input type="checkbox"/> Bruise <input type="checkbox"/> Scald <input type="checkbox"/> Strain <input type="checkbox"/> Other (specify) <input type="checkbox"/>
Please state in detail what happened. <i>Give an account of the incident, including any relevant events leading to the incident and individuals involved including full description of aggressor/assailant(s)</i>	Damage to property:
Who assisted the injured person?	Name:
What action has been taken?	Injury related <input type="checkbox"/> Security <input type="checkbox"/> First aid <input type="checkbox"/> Police called <input type="checkbox"/> Ambulance <input type="checkbox"/> Other (specify) <input type="checkbox"/>
Was the injured person taken to hospital and off work for more than 7 days?	Yes <input type="checkbox"/> No <input type="checkbox"/>
Were there any witnesses at the time of the incident?	Name: _____ Contact#: _____ Name: _____ Contact#: _____ Name: _____ Contact#: _____
What action has been taken to ensure that this type of incident does not reoccur, e.g. have risk assessments been reviewed? Record actions:	
For management/HR use only:	
RIDDOR Reportable? Yes <input type="checkbox"/> No <input type="checkbox"/>	Followed up by Management/HR on (date)