



CLARENDON PRIMARY SCHOOL

Together we shine



Protecting Pupils and Staff from Abuse Policy

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Agreed (FGB):	Autumn 2026
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Headteacher:
Mrs V. Chatterjee

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INTRODUCTION

The Governing Body of Clarendon Primary School recognises their responsibilities in upholding the rights of all individuals involved with Clarendon Primary School.

They also acknowledge the need for specific guidelines regarding the protection of pupils and staff from abuse.

This policy links to the Anti-harassment policy statement.

RIGHTS OF THE CHILD

Children and young people have rights of their own, independent of those of their parents, guardians and carers. These rights should be recognised and respected.

RIGHTS OF ADULTS WITH PARENTAL RESPONSIBILITY

All parents have the right to support to enable them to ensure that their children grow up adequately cared for and safe from harm.

RIGHTS OF STAFF

Promoting children's well-being and safety is demanding work, particularly where there are concerns about the welfare of children. The work can be distressing and stressful. All staff have the right to work in an environment free from abusive and confrontational situations. Staff also have the right to be protected when raising legitimate concerns about another member of staff or worker from another agency ("Whistleblowing" Public Interest Disclosure Act 1999).

CHILD ABUSE

Issues concerning Child Abuse are dealt with in detail within the Child Protection Policy and further guidelines on identifying and responding to incidents of abuse can be found in Bolton's "Framework for Action" Handbook & Keeping Children Safe in Education Documents.

PROCEDURES

The Governors have established a set of procedures to follow when dealing with unpleasant incidents or difficult situations.

The following different situations have been identified:-

- Abusive telephone calls
- Abusive/aggressive visits from parents
- Confrontation between parents
- Confrontation between parents and children other than their own
- Estranged parents, access arrangements and related matters

Procedures have been set as follows:-

1. ABUSIVE PHONE CALL

If a member of staff receives a phone call which is perceived to be unpleasant or abusive, the following steps should be taken:-

- a) Offer the parent the opportunity to make an appointment with the school
- b) Record the conversation using the phone system
- c) Should the unpleasantness continue, make the following statement:

'I am unwilling to continue this conversation in this tone, please contact school later and make an appointment. I am now going to put the phone down.'

- d) Complete an incident form & write up the conversation using CPOMS
- e) Inform the Headteacher
- f) Send a letter of warning to the caller from the Headteacher and Chair of Governors.

2. ABUSIVE/AGGRESSIVE COMMUNICATIONS FROM PARENTS/CARERS VIA ELECTRONIC METHODS

Staff are aware that they should be careful using personal electronic communication, particularly in giving out their mobile telephone number and/or personal email address to parents/carers or accepting parents/carers as friends on Facebook and other social networking sites. Staff should refer to the Social Networking Policy for guidance on this.

If a member of staff does receive an email via the school email system or by personal email, mobile telephone or other electronic correspondence (e.g. via Facebook) which is perceived to be unpleasant or abusive the following steps should be taken:-

- a) Do not enter into any response or acknowledgement by electronic or other means
- b) Inform the Headteacher immediately
- c) Complete an incident form & copy the conversation into CPOMS
- d) The Headteacher will decide on a course of action and will consider whether to proceed to step e) below
- e) Send a letter of warning to the parent from the Headteacher and Chair of Governors

3. ABUSIVE/AGGRESSIVE VISITS FROM PARENTS/CARERS

If a member of staff receives a visit from a parent which is perceived to be unpleasant or abusive, the member of staff should direct the visitor to the Headteacher or Deputy, who will then take the following steps:-

- a) Offer the parent the opportunity of making an appointment with the school to discuss the matter in a calm manner
- b) Should the unpleasantness continue, ask the parent to leave
- c) If the parent refuses to leave, inform the police and ask for the visitor to be removed from the premises
- d) Complete an incident form & write up the visit using CPOMS
- e) Send a letter of warning to the caller from the Headteacher and Chair of Governors
- f) If an incident occurs again after a warning letter has been sent, another letter will be sent to the parent/carer explaining that the school has revoked their rights to enter school premises, using section 547 of the Education Act 1996, until (give a date). They will be given a reintegration meeting with the Headteacher at the end of the exclusion period.

4. CONFRONTATION BETWEEN PARENTS/CARERS

Should there be a confrontation between parents on school premises, the Headteacher or another member of the Senior Leadership Team should be informed. The following steps will be taken:

- a) The parent will be asked to calm down and invited to discuss the matter further in a quiet environment.
- b) Should there be no calming down the parent will be asked to leave school premises.
- c) Should they refuse to do so, the Police should be informed and asked to remove the parents involved.
- d) Send a letter of warning to the caller from the Headteacher and Chair of Governors.
- e) If an incident occurs again after a warning letter has been sent, another letter will be sent to the parent/carer explaining that the school has revoked their rights to enter school premises, using section 547 of the Education Act 1996, until (give a date). They will be given a reintegration meeting with the Headteacher at the end of the exclusion period.

5. CONFRONTATION BETWEEN PARENTS/CARERS AND CHILDREN OTHER THAN THEIR OWN

- a) If a member of staff is on hand, he or she should intervene and refer the problem to the Head or Deputy.
- b) If the event has already taken place, a letter should be sent to the offending parent outlining the offence, and also stating that the parent of the child approached will be informed.
- c) The letter will also state that the Police may be informed should the offence be repeated.
- d) If an incident occurs again after a warning letter has been sent, another letter will be sent to the parent/carer explaining that the school has revoked their rights to enter school premises, using section 547 of the Education Act 1996, until (give a date). They will be given a reintegration meeting with the Headteacher at the end of the exclusion period.

6. ESTRANGED PARENTS, ACCESS ARRANGEMENTS AND RELATED MATTERS

At all times the school will adopt a position of complete neutrality in situations where parents are estranged and/or there is conflict regarding access to or decision making for the child. In the event of conflict over matters relating to the child, (e.g. picking the child up from school, giving permission for the child to take part in a school trip etc.) the school should not have to arbitrate between parents. It is the responsibility of the parents to provide school with a court order detailing exactly what responsibilities each parent has in respect of the child.

A note about security

In order to maintain security at Clarendon Primary School the Governors require all visitors to use the front door and report to the Office. This applies to parents. Good home-school communication is encouraged, but appropriate time for consultation and discussion can only be guaranteed if appointments are made. Members of staff are particularly busy at the beginning and the end of the day. Parents are invited to contact school if they would like to meet the Headteacher or other teachers at a mutually convenient time. A senior member of staff will always see parents in a genuine emergency.

Copies of all completed pro forma and correspondence must be given to the Headteacher for approval prior to dispatch.



CLARENDON PRIMARY SCHOOL INCIDENT REPORT FORM (SCHOOL USE ONLY)

(Includes trespass, nuisance or disturbance on school premises, verbal abuse, sexual or racial abuse, threats, aggression, physical violence and intentional damage to personal property).

This form should be completed as fully as possible and MUST remain confidential within school. All involved staff should contribute to the completion of this form. For an incident involving or witnessed by a pupil all staff with pupil contact (e.g. Pupil may confide in other members of staff not present when incident took place) should contribute any relevant information. Please use continuation sheet if necessary.

Date of incident: Time.....

1. Member of staff reporting incident

Name

Work address

Position

2. Personal details of person assaulted/verbally abused (if appropriate)

Name

Work address/home address (if pupil)

Job/Position (if member of staff)

Class.....

Age..... Gender (if pupil)

3. Details of trespasser/assailant(s) (if known)

Relationship between member of staff/pupil and trespasser/assailant, if any

4. Witness (es) if any

Name

Address

Age (approx)..... Gender

Other information

5. Details of incident

Type of incident (e.g. if trespass, was the trespasser causing a nuisance or disturbance and how, if assault, give details of any injury suffered, treatment received etc).

Location of incident (attach sketch if appropriate)

Other details: (describe incident, including, where relevant, events leading up to it; relevant details of trespasser/assailant not given above; if a weapon was involved, who else was present etc)

6. Outcome: (e.g. whether police called; whether trespasser was removed from premises under section 547; whether parents contacted; what happened after the incident; any legal action)

7. Other information (to be completed as appropriate)

Possible contributory factors

- a) Is trespasser/assailant known to have been involved in any previous incidents YES/NO
- b) Give date and brief details of (b) if known
- c) Had any measures been taken to try to prevent an incident of this type occurring? If so, what?
- d) If no measures had been taken beforehand, what measures have now been put in place?
- e) Any other relevant information (use additional sheets if required).

Signed..... Date.....

Please return as soon as possible to Mrs V Chatterjee - Headteacher



CLARENDON PRIMARY SCHOOL INCIDENT REPORT FORM

PARENTAL INFORMATION

Name

Address.....

.....

.....

.....

Details of incident on..... at..... involving.....

Signed.....

Date.....



CLARENDON PRIMARY SCHOOL

PROTECTION OF STAFF AND PUPILS

WARNING LETTER

Date.....

Dear Mr./Mrs./Ms

The Governing Body have a statutory obligation to provide a safe and secure environment for the staff and pupils of Clarendon Primary School as well as a moral duty to take all reasonable steps to protect and support its staff.

This obligation is taken very seriously by the Governing Body and we operate a zero tolerance approach to any anti social behaviour. To fulfil our obligation we will not under any circumstances accept any form of abusive, violent, racist or sexist behaviour against staff or pupils.

It is therefore important that you are fully aware of the standards of conduct expected when approaching staff or pupils of Clarendon Primary School.

Following your actions on we feel your behaviour was unacceptable and contrary to our expected standards. More details of which can be found in our school policy document (enclosed).

Details taken from our incident report are enclosed for your information. Should you wish to discuss this incident with the Headteacher please contact school to make an appointment.

Should you have any grievance about school procedure then please place your concerns in writing addressed to The Chair of Governors, Clarendon Primary School.

In consideration of these incidents this letter is to inform you that if any further incidents are to happen in the future we will revoke your right to enter the school premises or grounds using section 547 of the Education Act 1996.

Yours sincerely,

Headteacher
Clarendon Primary School

Chair of Governors



CLARENDON PRIMARY SCHOOL

PROTECTION OF STAFF AND PUPILS

BANNING LETTER

Date.....

Dear Mr./Mrs./Ms

On (date), at (time) your behaviour ***** was deemed to be aggressive and unreasonable towards ***** As you are fully aware, the staff at school are not here to be verbally abused or intimidated, and on this occasion your behaviour was inappropriate. The school has a duty to protect both staff and children from incidents of this nature.

As you have previously received a warning letter (date) explaining the consequences of such behaviour I, and the Chair of Governors, have taken the action of enforcing a banning order, preventing you from entering the school premises, yard, classes or grounds from:

(state exclusion period) using section 547 of the Education Act 1996.

Failure to comply with this order will result in the school phoning the local police to have you removed from the premises and make you liable to a fine.

For the duration of this decision arrangements have been made for your son/daughter to be collected, and returned to you, at the entrance gate leading to the Reception Office by a member of the school's staff.

Please note staff have been informed not to engage with you, via discussion regarding this matter

An appointment with Mrs Chatterjee will be made toward the end of the exclusion period to discuss your reintegration back to school and the lifting of the banning order.

Yours sincerely,

Headteacher
Clarendon Primary School

Chair of Governors