



Australian Islamic College of Sydney

MANAGING AGGRESSIVE BEHAVIOUR FROM PARENTS AND VISITORS TO SCHOOL

Australian Islamic College of Sydney encourages close links with parents and/or caregivers and the community. It believes that pupils benefit when relationship between home and school is a positive one.

The vast majority of parents, carers and others visiting our College are keen to work with us and are supportive of the College. However, on occasions some parents become agitated and aggressive and hurl verbal and or physical abuse on members of school staff or the wider school community.

The members of the staff are expected to behave professionally in these difficult situations and attempt to diffuse the situation where possible, seeking the involvement, as appropriate, of other colleagues. This situation should not arise in a school environment or in any work environment as all members of staff have the right to work without fear of violence and abuse. They also have the right, in an extreme case, of appropriate self-defence.

We expect parents and/or caregivers and other visitors to behave in a reasonable manner towards members of school staff, including the security staff. This policy outlines the steps that will be taken where behaviour becomes unacceptable.

Types of behaviour that are considered serious and unacceptable and will not be tolerated include:

- shouting at members of the school staff, either in person or over the telephone;
- physically intimidating a member of staff, eg. standing very close to him/her;
- the use of aggressive hand gestures;
- threatening behaviour;
- shaking or holding a fist towards another person;
- swearing;
- pushing;

- hitting, eg. slapping, punching and kicking;
- spitting;
- breaching the school's security procedures.

This is not an exhaustive list but seeks to provide illustrations of such behaviour.

Unacceptable behaviour may result in the police being informed of the incident.

PROCEDURES TO BE FOLLOWED

If a parent and/or caregiver behaves in an unacceptable manner towards a member of the school community, the Principal or appropriate senior staff will seek to resolve the situation through discussion and mediation. If necessary, the school's complaints procedures would be followed. When all procedures have been exhausted, and aggression or intimidation continues, or where there is an extreme act of violence, the matter will be reported to the police and the parent or carer may be banned by the Principal from the College premises for a period of time or indefinitely depending on the severity of the case.

In imposing the ban, the following steps will be taken:

1. The parents and/or caregivers or visitor will be informed, in writing, that she/he is banned from the premises, and what will happen if the ban is breached, eg that police involvement or an injunction application may follow.
2. Where an assault had led to a ban, a statement indicating that the matter has been reported to the police will be included.
3. The AICS Board will be informed of the ban.
4. Where appropriate, arrangements for pupils being delivered to, and collected from the school gate will be clarified.

The police themselves may take action where behaviour is unacceptable or there are serious breaches of our school code of conduct. In implementing this policy, the College will, as appropriate, seek advice from the Department of Education and Department of Family and Community Services, NSW to ensure fairness and consistency.

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