



# **LIONHEART**

## **EDUCATIONAL**

### **TRUST**

## **Policy for handling unreasonable, threatening or abusive behaviour**

**December 2024-24**

To be read in conjunction with the Lionheart Educational Trust  
Complaints Policy when  
referring to unreasonable complaints.

Version	Document History	Date
Version 1.0	Original, based on Beauchamp College Policy	18/08/2017
Version 1.1	Reviewed – no changes – Chair of Trust	28/08/18
Version 1.1	Approved by the Chair	24/08/2020
Version 1.1	No changes	28/11/2022

**This policy applies to all the academies in  
Lionheart Educational Trust**

## **Background**

The Lionheart Educational Trust is fully committed to working with parents, carers and community members in a constructive partnership for the benefit of children and young people in their care.

Sometimes, however, parents, carers or community members treat staff and others in a way that is unacceptable. This is a particular concern when such action is witnessed by pupils, who have the right to feel safe and to expect all adults on school premises to act as positive role models of good behaviour.

We will not accept unreasonable, persistent, harassing or abusive behaviour towards any members of our school communities.

### **Our expectations:**

We expect anyone who wishes to engage with our schools to:

- treat all members of the school community with courtesy and respect and in an appropriate manner
- ensure that pupils, staff, parents and volunteers feel safe and free from intimidation at all times
- avoid the use of violence, or threats of violence, towards people or property

**The Trust will not tolerate any form of physical or verbal aggression against members of the school community.**

### **What do we mean by unreasonable, threatening or abusive behaviour?**

Unreasonable, harassing or abusive behaviour includes behaviour which is (this is not an exhaustive list):

- expressed harshly or in a sharp manner, particularly in front of pupils
- presented in a disrespectful, aggressive or threatening manner
- perceived as aggressive, intimidating, unreasonable, abusive or threatening
- pursued in a manner which causes undue distress to staff, pupils, other parents or others

### **The school's response**

In cases of unreasonable, harassing, threatening or abusive behaviour, the school may take some or all of the following steps, as appropriate:

1. Inform the person informally that his/her behaviour is now considered by the school to be unreasonable or unacceptable, and request a changed approach.
2. Inform the person in writing that the school considers his/her behaviour to fall under the terms of this Policy and demand a change in behaviour.
3. Require any future meetings with a member of staff to be conducted with a second person present or online.
4. Require any future meetings to be prearranged by telephone to the college.
5. In the interests of all parties, notes of these meetings may be taken.

6. Inform the person that, except in emergencies, the school will respond only to written communication and that these may be required to be channeled through a third party chosen by the school, for example Lionheart Educational Trust or a Solicitor.
7. Inform the person that, with the exception of urgent communication regarding their child in college, the school will respond to their correspondence on a 6 weekly basis only.
8. Ban the individual from entering the school site, with immediate effect, until a certain time has elapsed.
9. Ban the individual from entering the school site, with immediate effect, and until a letter has been received from the person stating that the behaviour will not happen in future.
10. Ban the person from the site indefinitely.
11. Request an Anti-Social Behaviour Order (ASBO).
12. Prosecute under Anti-Harassment legislation.
13. Call the police to remove the individual from the premises, under powers provided by the Education Act 1996.