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The Castle School

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Guidance for Dealing with Aggressive, Abusive and Offensive Telephone Calls or Visitors to the School

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Guidance for dealing with aggressive, abusive and/or offensive telephone calls

Introduction

1. There is a need to deal with all telephone calls professionally and courteously. However, it is recognised that no staff should have to accept telephone calls from callers who may be offensive, abusive or threatening.
2. This guidance is for staff to use that, after attempts to resolve a situation, may continue to feel abused or threatened despite callers being asked to stop.
3. It is important to provide a consistent approach in response to difficult calls. Using the script below may assist staff in dealing with these calls.

Procedure

4. If you receive a call that you believe is abusive, aggressive or offensive, after taking into consideration differences in cultural background, staff should adopt the following procedure:
 - Note the name of the caller (if known).
 - Note the time of the call.
 - Try to ascertain the number from which you are being called.
 - Attempt to take a record of what is said.
 - Use interpersonal skills to attempt to defuse the problem.
5. If the caller continues to be abusive, aggressive or threatening, follow the script below:

Inform the caller:

“I realise that you may be angry/upset, however, the way you are speaking to me is unacceptable, and I am asking you to stop speaking to me in that manner”.
6. If the abusive/aggressive/offensive language or attitude does not stop, they must be told:

“Unless you stop being offensive/aggressive, I will end this call”.
7. If the behaviour continues, the caller must be told:

“You have not listened to my warning and I am therefore ending this call. Goodbye.”
8. At this point, disconnect immediately.
9. Report the incident to a senior member of staff and complete an Untoward Event report form.

THE CASTLE PARTNERSHIP TRUST
UNTOWARD EVENT REPORT FORM
Following an aggressive, abusive and/or offensive telephone call
or behaviour from a visitor to the school.

DATE OF INCIDENT:	
TIME OF INCIDENT:	
NAME OF MEMBER OF STAFF:	
NAME OF CALLER/VISITOR (IF KNOWN):	
TELEPHONE NUMBER OF CALLER (IF KNOWN/APPLICABLE):	
BRIEF DESCRIPTION OF INCIDENT – INCLUDING WHAT WAS SAID:	
SIGNATURE OF MEMBER OF STAFF:	

Guidance for dealing with visitors to the school who behave in an aggressive, abusive and/or offensive manner.

Introduction

1. There is a need to deal with all visitors professionally and courteously. However, it is recognised that no staff should have to accept behaviour from visitors who may be offensive, abusive or threatening.
2. This guidance is for staff to use that, after attempts to resolve a situation, may continue to feel abused or threatened despite visitors being asked to stop.
3. It is important to provide a consistent approach in response to difficult situations. Using the script below may assist staff in dealing with these situations.
4. In the event of a member of staff feeling physically threatened or actual physical violence taking place, the police will be called immediately. The Trust reserves the right to consider banning an individual from the Trust's premises as a result of abusive or aggressive behaviour.

Procedure

5. If you meet a visitor who you believe is abusive, aggressive or offensive, after taking into consideration differences in cultural background, staff should adopt the following procedure:

- Note the name of the visitor (if known).
- Note the time of the visit.
- Attempt to take a record of what is said.
- Use interpersonal skills to attempt to defuse the problem.

6. If the visitor continues to be abusive, aggressive or threatening, follow the script below:

Inform the visitor:

“I realise that you may be angry/upset, however, the way you are behaving towards me is unacceptable, and I am asking you to stop behaving in that manner.”

7. If the abusive/aggressive/offensive language or attitude does not stop, they must be told:

“Unless you stop behaving in this manner, I will need to walk away from you.”

8. If the behaviour continues, the visitor must be told:

“You have not listened to my warning and I am therefore walking away from you. Goodbye.”

9. At this point, walk away.

10. Report the incident to a senior member of staff (this will need to be done immediately if the visitor has not left the school site) and complete an Untoward Event report form.