

Managing Aggressive and Threatening Behaviour Policy 2026

Summary:

This policy sets out how the International British Theatre School (IBTS) manages incidents of aggressive, abusive, or threatening behaviour from any individual, including parents, carers, visitors, or members of the public. It outlines the preventative measures, response procedures, and post-incident actions required to ensure the safety and wellbeing of all children and staff, in accordance with Ofsted and DfE guidance for 2026.

Policy Statement

IBTS is committed to providing a safe and respectful environment for all children, staff, parents, and visitors. The school operates a zero-tolerance approach to any form of aggression, intimidation, or abuse. Behaviour that causes fear, distress, or risk to others will not be tolerated and will be managed in line with this policy and the school's safeguarding principles.

Unacceptable Behaviour

Unacceptable behaviour includes, but is not limited to:

- Shouting or using intimidating language.
- Physically threatening gestures or behaviour (e.g. blocking exits, standing too close).
- Aggressive or abusive hand gestures (e.g. clenched fists).
- Verbal abuse, swearing, or use of discriminatory language.
- Physical violence, including pushing, hitting, or kicking.

- Spitting or making racist, sexist, or otherwise discriminatory remarks.

All incidents of aggression, verbal or physical, must be recorded and reported to the Designated Safeguarding Lead (DSL) or senior manager immediately.

Preventative Measures

IBTS promotes a culture of respect through staff training, parental communication, and positive role-modelling. Staff receive annual training on de-escalation techniques and conflict resolution. Posters reminding visitors of respectful conduct expectations are displayed at all sites.

Procedures for Managing Incidents

If an individual behaves in an aggressive or threatening way towards a child or member of staff, the following steps will be taken:

1. Immediate safety first: Children will be removed from the area to minimise distress or risk.
2. De-escalation: A senior member of staff will calmly attempt to defuse the situation.
3. Formal communication: The person will be advised to follow the school's Complaints Procedure if they wish to raise an issue.
4. Instruction to leave: If the individual refuses to calm down, they will be asked to leave the premises immediately.
5. Police involvement: If the behaviour persists or poses a danger, the police will be contacted without delay.

All staff involved in an incident will complete an Incident Report Form within 24 hours.

Post-Incident Review

After any incident, the manager and staff will meet to reflect, identify lessons learned, and determine whether a temporary or permanent ban from the premises is appropriate. The decision will consider the severity of the incident and whether the behaviour has occurred previously. If a ban is imposed, the

individual will receive a written notice explaining the reasons and duration.

Support for Staff and Children

Staff affected by aggressive incidents will be offered debriefing and emotional support. Where a child witnesses or experiences threatening behaviour, their parents will be informed, and the school will ensure appropriate follow-up support is provided.

Safeguarding and Recording

All incidents of aggression will be logged and reviewed as part of the safeguarding process. The DSL will assess whether the incident triggers referral or information sharing with external agencies in line with KCSIE 2025 and Working Together to Safeguard Children 2023.

Related Policies

This policy should be read alongside:

- Safeguarding and Child Protection Policy
- Complaints Policy
- Equality and Diversity Policy
- Health and Safety Policy

Policy Review

Reviewed: 15 November 2026

Next Review Due: 15 November 2027

Signed: Ben Whiteside

Policy Owner: Ben Whiteside, Director
International British Theatre School