



CM SPORTS

Violence and Aggression Policy and Procedure

Responsible Person	Directors
Version Date	September 2026
Review Date	September 2027

Purpose

CM Sports is committed to providing a safe environment for children, staff, parents/carers, visitors and other participants. Violence, threats, intimidation, abuse and aggressive behaviour are taken seriously. The response must be proportionate, safeguarding-led and focused on de-escalation and safety.

Scope

This procedure applies to aggression or violence involving parents/carers, children, staff, visitors or other adults at CM Sports activities. It should be read alongside the Safeguarding and Child Protection Policy, Behaviour Policy, Complaints Policy and any approved physical intervention/positive handling arrangements.

Immediate priorities

1. Remain calm and use a non-confrontational approach.
2. Prioritise the safety of children and staff and move people away from immediate danger where possible.
3. Call for assistance from another staff member and maintain appropriate supervision of other children.
4. Use de-escalation, clear boundaries and safe space wherever possible.
5. If there is an immediate risk of serious injury or a criminal emergency, contact emergency services.

Parent/carer to staff

- Do not argue or respond aggressively.
- Ask the parent/carer to stop the behaviour and, where necessary, to leave the immediate activity area.
- If the person refuses to leave or the risk escalates, seek management support and contact the police where necessary.

-
- Do not physically remove a parent/carer unless this is undertaken by an appropriately authorised person acting lawfully and safely.
 - Record the incident factually as soon as possible, including witnesses and actions taken.
 - Notify the Line Manager/Director and consider whether the incident also raises a safeguarding concern.

Staff to staff

- Separate staff from the situation where safe to do so and ensure children are protected from exposure to the incident.
- Maintain staffing and supervision arrangements.
- Report the incident to a manager/Director.
- Record factual accounts from those involved and witnesses.
- Consider disciplinary, safeguarding, grievance or other procedures as appropriate.
- Where the conduct raises a concern about an adult's suitability to work with children, follow the allegations-against-staff procedure.

Child to staff or child to child

- Use calm, age-appropriate communication and de-escalation.
- Reduce stimulation and remove hazards where possible.
- Protect other children and adults from immediate harm.
- Consider whether the behaviour may indicate an unmet SEND, communication, emotional or safeguarding need.
- Record the incident and inform the appropriate manager.
- Inform parents/carers in line with the child's individual circumstances and safeguarding requirements.
- Where there is a pattern of incidents, agree a support and risk-management plan with the family and relevant school/professional partners where appropriate.
- Do not automatically exclude a child simply because behaviour is difficult. Any decision about continued attendance must consider safeguarding, reasonable adjustments, inclusion, risk and the child's welfare.

Physical intervention

Physical intervention must never be used as punishment or for staff convenience. Where CM Sports has an approved physical intervention/positive handling arrangement, any intervention must be lawful, necessary, proportionate to the immediate risk, use the least restrictive option available, be carried out only by appropriately trained/authorised staff and last no longer than necessary to prevent harm.

Staff must not use an unapproved 'holding technique'. Any physical intervention must be recorded and reported immediately, with appropriate management review, parent/carer communication and safeguarding consideration.

Staff-to-child aggression or violence

- The staff member must be removed from direct contact with the child/parent where necessary to protect safety.
- The matter must be reported immediately to the appropriate safeguarding lead/Director.
- The allegation must be handled under the relevant safeguarding and allegations-against-staff procedure.
- Suspension is not automatic; any decision about suspension or other temporary measures must follow the appropriate process and risk assessment.
- Parents/carers must be informed where appropriate and lawful.
- Police, children's social care, the LADO or a regulator must be contacted where the circumstances meet the relevant threshold or legal/regulatory requirement.

Recording and follow-up

- Record what happened, who was involved, witnesses, injuries, actions taken and any follow-up required.
- Records must be factual and confidential.
- Any injury or medical need must be addressed promptly.
- Staff affected by an incident should be offered appropriate support and an opportunity to debrief.
- Serious incidents should be reviewed for lessons learned, training needs and risk-control measures.

Safeguarding

Aggression can be a safeguarding issue. Where an incident indicates possible abuse, neglect, exploitation, child-on-child abuse, domestic abuse exposure or an allegation about an adult working with children, the safeguarding procedure takes priority over this operational procedure.