

Aggression (Physical/Verbal)

Obey instructions – keep calm

1. Remove yourself and others from immediate danger (if safe to do so).
2. Ensure the safety of staff, students and others.
3. Observe the aggressor for:
 - Physical features and clothing worn
 - Distinguishing features, including voice or tattoos
 - Any weapons
 - Anything touched or taken
 - Escape route, vehicle.
4. When able, **DIAL 6111** and state “**AGGRESSION**”, giving **exact location** and **details of events**. If using a mobile phone, **DIAL 0800 823 637**.
5. State if incident involves staff, students, visitors or others.
6. State if medical assistance is required.
7. Write down all you observed.

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