



# Chiltern Way Academy Trust

Turning Futures Around

## **Parent, Carer and Visitor Code of Conduct Policy**

**Responsibility for this policy (job title): Heads of Campus**

**Responsibility for its review: CEO**

**Approved: 07/11/2019**

**Next Review Date: Autumn 2022**

### **Statement of Intent**

Chiltern Way Academy encourages close links with parents/carers and the community. We believe that students benefit when the relationship between home and school is a positive one. This view is one that is shared by other stakeholders within our community, as identified through our parental surveys.

The vast majority of visitors to the Academy are keen to work with us and are supportive of the Academy. However, on the rare occasions when a negative attitude towards the Academy is expressed, this can result in aggression, threatening behaviour, verbal and or physical abuse towards a member of the school community.

Chiltern Way Academy expects and requires staff to behave professionally in these difficult situations, and to attempt to defuse the situation where possible, seeking the involvement as appropriate of other colleagues. However, all members of the Academy community have the right to work without fear of violence and abuse, and the right in an extreme case, of appropriate self-defence.

We expect visitors to behave in a reasonable way towards other members of the Academy community. This policy highlights positive behaviour that would be expected from visitors to the school and outlines the steps that will be taken where visitor's behaviour is unacceptable.

### **Positive conduct that is expected whilst visiting the Academy site:**

We expect visitors to show respect and concern for others by:-

- Supporting the respectful ethos of our Academy by setting a good example in their own speech and behaviour towards all members of the school community
- Working together with staff for the benefit of the students. This includes approaching the Academy to resolve any issues of concern and to discuss and clarify specific events in order to bring about a positive solution
- If you are a parent/carer, correcting your own child's behaviour, especially in public, where it could otherwise lead to conflict, aggressive or unsafe behaviour
- Respecting the Academy environment

### **Types of behaviour that are considered serious and unacceptable and will not be tolerated towards any member of the Academy community:**

This is not an exhaustive list but seeks to provide illustrations of such behaviour:

- Shouting, either in person or over the telephone
- Speaking in an aggressive/threatening tone, either in person or over the telephone
- Physically intimidating, e.g. standing very close to her/him
- The use of aggressive hand gestures/exaggerated movements

- Physical threats
- Shaking or holding a fist towards a person
- Swearing
- Racism
- Sexually abusive language
- Pushing
- Hitting, e.g. slapping, punching or kicking
- Spitting
- Discriminatory comments
- Breaking the school's security procedures
- Excessive/constant emails which amount to harassment and intimidation, despite the school's best efforts to address a situation
- Excessive/constant phonecalls which amount to harassment and intimidation, despite the school's best efforts to address a situation
- Inappropriate electronic activity including publishing abusive or inappropriate content with regards to the school, teachers or students on social networking websites such as Facebook and Twitter or in email communication
- Smoking/taking alcohol/or drugs
- Being under the influence of alcohol or drugs

Unacceptable behaviour may result in the Police being informed of the incident.

### **Procedures**

When a parent, carer or visitor behaves in an unacceptable way during a telephone conversation, staff at the Academy have the right to terminate the call. The incident will then be reported to the Senior Leadership Team. The Academy reserves the right to take any necessary actions to ensure that members of the Academy community do not experience unacceptable behaviour. The Academy may warn the aggressor, ban them from the Academy, and/or contact the police.

When a visitor behaves in an unacceptable way in person towards a member of the Academy staff a member of the Senior Leadership Team will seek to resolve the situation through discussion and mediation. If necessary, the Academy's complaints procedure should be followed.

The member of staff who is involved in the incident will complete the Incident Report Form (Appendix 1) and pass it on to the Head of Campus.

Where all procedures have been exhausted, and aggression or intimidation continues, or where there is an extreme act of violence, the discussion will be terminated and the visitor will be asked to leave the Academy immediately. The police may be called. A visitor may also be banned from the Academy premises for a period of time, which will be determined by the Academy.

### **Parental/Visitor Access to the School Premises**

Normally parents/carers (and those with parental responsibility), plus visitors, are granted what is known as “limited licence” to visit the grounds and buildings of a school. Where there are serious concerns regarding the conduct of a parent/visitor, and possible staff/student safety, the Head of Campus or nominated person will:

- initiate a meeting/dialogue with the individual
- write to the visitor, describing their misconduct, explaining its impact on the Academy and stating its unacceptability
- vary the person’s “licence”, say, through the addition of conditions
- warn of the possibility of a “ban” (i.e. the withdrawal of their licence) if the misconduct is repeated

Prior to being banned the following steps will be taken:

- The visitor will be informed, in writing, that he/she is banned from the premises, subject to review, and what will happen if the ban is breached
- The Chair of Governors will be informed of the ban
- Incidents of verbal or physical abuse towards staff may result in the police being informed, and may result in prosecution

### **Conclusion**

If a parent/carer or visitor is intimidating, threatening or aggressive towards a member of the school community, any interaction will be terminated immediately and the person will be instructed to leave the premises. Further action may be taken by the school.

Chiltern Way Academy will take action where behaviour is unacceptable or serious and breaches our related policies

**Appendix 1**  
**Abusive or threatening behaviour – incident report form**

**1. Details**

Date of incident:

Time:

Location:

Brief description of incident:

**2. Member of staff reporting incident**

Name:

Role:

**3. Details of person assaulted / verbally abused**

Name:

Role: (if member of staff):

**4. Details of trespasser / assailant / verbal abuser (if known)**

**5. Witness(es) if any**

Name:

Member of staff / Other:

Address:

Other information / relationship between member of staff / abuser if any