

Expected Behaviour of Parents and Visitors to Elevate Multi Academy Trust and Its Academies Policy

Adopted by	Trustees
Chair	Rev Nigel Sinclair
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Introduction:

Elevate Multi Academy Trust (Elevate) welcomes visitors to all its Academies. They will act to ensure the Academies remain a safe place for children, staff, volunteers, governors, Trustees and all other members of the community.

Elevate expects that members of the public, parents and other visitors to its Academies will behave in a polite and courteous manner to each other, to staff and to children. It is expected that parents and carers will be good role models with respect to conduct and managing individual concerns.

Elevate will not tolerate aggressive, violent, abusive or anti-social behaviour towards anyone on any of its Academy sites. This includes abusive telephone calls and abuse using cyber technology. Should there be clear evidence that there has been a breach of this behaviour policy, Elevate will take action, or support the Head teacher in taking action, to protect members of the Academy community. This may include banning the individual from the Academy premises or pursuing other legal action.

Examples of Unacceptable Behaviour:

Types of behaviour that are considered serious and unacceptable include (but are not limited to):

- Shouting at Academy staff, volunteers, governors, Trustees or other parents either in person or over the telephone;
- Physically intimidating a member of staff, volunteer, governor, Trustee or other parents e.g. standing very close to her/him;
- Being abusive over the telephone, sending inappropriate emails during unsociable hours, leaving abusive and inappropriate remarks on social media;
- The use of aggressive hand gestures including shaking or holding a fist towards another person;
- Threatening behaviour or language including foul and abusive language including Swearing, pushing, hitting, slapping, punching, kicking and spitting;
- Breaching school security procedures;
- Undermining Elevate and its Academies policies by actively encouraging children to ignore staff requests;
- Making unnecessarily excessive demands on the time and resources of staff or governors, by for example excessive telephoning or sending emails to numerous staff, writing lengthy complex letters every few days and expecting immediate responses;
- Combinations of some or all of these.

Advice to Parents and Carers for Raising Concerns with Staff or Governors:

- Make an appointment to see the relevant person. If you just turn up at the Academy, they may not be able to give you the time you need;
- Make a note of the things that you are unhappy about. It will help to clarify the issues and help you when you meet the member of staff;
- Don't jump to conclusions. What made you angry may not be exactly what happened in reality;
- Deal with your anger before going to the Academy. An angry confrontation will normally get a defensive response rather than a helpful one. Academy staff may also refuse to talk to you while you are angry, so you will have achieved nothing;
- Consider having a friend with you when you have your meeting if you find it difficult to manage meetings;
- Don't expect an immediate solution. The person you are talking to may need to investigate your concerns before being able to take any action or reach a solution;
- If you feel that your concern has not been dealt with effectively you should ask for a copy of **Elevate's Complaints policy**. This will tell you the informal and formal procedure for taking your concerns further;

Procedures Following an Incident of Unacceptable Behaviour:

If a parent, carer or visitor behaves in an unacceptable way towards a member of the Academy community the Head teacher (References below to 'the Head teacher' includes the Executive Head teacher, Head teacher or acting Head teacher as appropriate) or designated member of staff will seek to resolve the situation through discussion.

Following an incident there are a number of options the Head teacher may wish to take.

Theses can include:

- Inviting the parent or visitor to a meeting to discuss the event;
- Clarifying to the parent or visitor what is considered acceptable behaviour by the Academy;
- Forming strategies to manage future situations of potential conflict;
- Withdrawing permission for the parent or visitor to enter the Academy site and/or buildings. In more serious cases of actual or threatened aggression/violence, or persistent abuse/intimidation, Head teachers may need to consider whether it is safe

for the parent or visitor to continue to come onto the Academy site or enter the buildings and may withdraw permission for a person to enter the Academy site for a defined period;

- Where the behaviour is so extreme that it threatens the immediate safety and welfare of the Academy's staff, children, parents, volunteers, Trustees or governors, they will consider other options, for example reporting the matter to the police or taking legal action. In such cases, Elevate and its Academies may not give the complainant prior warning of that action.