

# UNACCEPTABLE BEHAVIOUR OF VISITORS POLICY

**Document Owner:** Executive Director Estates & Risk

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**Status:** Non-statutory



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<b>Document Type</b>	Unacceptable Behaviour of Visitors			
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<b>Summary</b>	The City Learning Trust encourages close links with parents and the community. We believe that children benefit when the relationship between home and academy is a positive one. We are committed to working in a spirit of mutual courtesy, consideration and respect.			
<b>Associated Documents</b>	Complaints Policy Safeguarding and Child Protection Policy		Social Media Policy	
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## VERSION CONTROL

Version No:	Type of change	Date	Revisions from previous version
0.1	New Document	April 2020	Original document
1.1	Annual Review	July 2020	Corporate format only not other changes
1.2	Bi-annual review	April 2021	Bullet 3.a.x & 3.b.viii added. Document owner updated
1.3	Review	Oct 2021	No changes made
1.4	Review	Sep 2023	Minor revisions and updates to: Section 3.a.x Section 3.b.viii Section 4.d and e

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# 1. STATUS

- a. Non statutory.

# 2. INTRODUCTION

- a. The City Learning Trust encourages close links with parents / carers and the community. We believe that children benefit when the relationship between home and academy is a positive one. We are committed to working in a spirit of mutual courtesy, consideration and respect.
- b. The vast majority of parents, carers and other visitors to the academy are keen to work with us and are supportive of the academy. However, this is not always the case. Our children need to see all adults modelling responsible and positive attitudes and behaviours and all our staff have the right to work without fear of aggression, abuse and violence.
- c. Parents, carers and visitors are also expected to treat pupils and other parents, carers and visitors with respect at all times.
- d. This policy outlines the steps that will be taken when a parent's, visitor's or carer's behaviour is unacceptable.
- e. For the purposes of this policy, social media means any facility for online publication and commentary, including, and without limitation, blogs, wikis, and social networking sites (such as Facebook, LinkedIn, Twitter, Flickr, and YouTube).

# 3. BEHAVIOUR

- a. This is not an exhaustive list but seeks to provide illustrations of unacceptable behaviour towards staff:
  - i. Shouting at academy staff either in person or on the telephone
  - ii. Using an aggressive tone either in person or on the telephone
  - iii. Swearing at academy staff either in person or on the telephone
  - iv. Use of aggressive hand gestures e.g. pointing towards someone's face, raising two fingers, shaking a fist
  - v. Physically intimidating a member of staff e.g. standing too close to them
  - vi. Threatening staff or making an implied threat
  - vii. Making abusive/derogatory comments about staff either to them directly or to another member of staff
  - viii. Writing abusive/derogatory comments about the academy or staff in letters, notes, Class Dojo, social media
  - ix. Including the name of a member of staff in a negative comment on social media
  - x. Making discriminatory comments to them or about them
  - xi. Physical violence
- b. This is not an exhaustive list but seeks to provide illustrations of unacceptable behaviour towards parents, carers, other visitors and pupils:
  - i. Shouting
  - ii. Using an aggressive tone
  - iii. Swearing
  - iv. Use of aggressive hand gestures e.g. pointing towards someone's face, raising two fingers, shaking a fist
  - v. Physically intimidating a parent, carer, visitor or pupil e.g. standing too close to them
  - vi. Threatening or making an implied threat
  - vii. Making abusive/derogatory comments to them or about them
  - viii. Making discriminatory comments to them or about them
  - ix. Physical violence

## **4. PROCEDURE**

- a. When a parent, carer or member of the public behaves in an unacceptable way the Headteacher/Principal or another Senior Leader must be informed immediately. They will seek to resolve the situation and mediation will be used where possible. An aggressive parent/carers may be asked to leave the premises and phone calls may be terminated.
- b. All incidents will be recorded and a copy kept by the Headteacher/Principal. This is particularly relevant in situations where there is evidence that a visitor/parent/carers is displaying potentially unacceptable behaviour.
- c. The Headteacher/Principal will advise the parent or carer that a specific behaviour is unacceptable.
- d. If aggressive or intimidating behaviour continues, a parent or carer may be instructed to leave the academy premises and the Police may be informed. A formal verbal warning would be given, followed by a written warning. If the behaviour continued following this, a ban would be considered by the Principal/Headteacher and the Local Governing Committee would be advised.
- e. Prior to being banned, where possible the visitor, parent/carers will be notified, in writing that they are banned from the premises, subject to review. They will be given information regarding the review date and arrangements during the ban i.e. alternative drop off and collection of children.
- f. The process of warnings would not necessarily take place particularly if there is an extreme act of abusive behaviour. A parent or carer may be banned from the academy premises and the Police informed immediately. In situations where it has been deemed necessary to issue an immediate ban, to ensure the safety of either children and/or staff this decision must be taken by the Headteacher/Principal or delegated member of the Senior Leadership Team, who will seek guidance from the Chair of Governors and/or Trust regarding why an immediate ban needs to be implemented.
- g. The Local Governing Committee will be regularly informed of all incidents and will monitor the frequency and severity of incidents.
- h. All staff and other adults have the right to pursue individual cases through the legal system.

## **5. COMPLAINTS**

- a. If you wish to make a complaint, please refer to the 'Complaints Policy' and follow the correct procedures.

## **6. LINKS TO OTHER POLICIES**

- a. Safeguarding and Child Protection Policy
- b. Social media Policy
- c. Complaints Policy

## **7. MONITORING AND REVIEW**

- a. The City Learning Trust and its communities share a responsibility in the successful implementation of this policy. The Headteacher/Principal and Local Governing Committee are responsible for reviewing the implementation and effectiveness of this policy. The policy will be reviewed every two years or earlier if necessary.

## **8. APPENDICES**

- a. Unacceptable Behaviour of Visitors Report

# APPENDIX A

## Unacceptable Behaviour of Visitors Report

Date:	Time:
Reported by:	Visitor:
People Involved:	
<p><u>Please highlight the type of aggression:</u></p> <ul style="list-style-type: none"><li>• Shouting at academy staff, children, parents or others either in person or on the telephone</li><li>• Using an aggressive tone either in person or on the telephone</li><li>• Swearing at academy staff, children, parents or others either in person or on the telephone</li><li>• Use of aggressive hand gestures i.e. pointing towards someone's face, raising two fingers, shaking a fist</li><li>• Physically intimidating academy staff, children, parents or others i.e. standing too close to them</li></ul>	<ul style="list-style-type: none"><li>• Threatening academy staff, children, parents or others or making an implied threat</li><li>• Making abusive/derogatory comments about academy staff, children, parents or others in letters, notes, social media</li><li>• Discriminatory comments</li><li>• Physical violence</li></ul>
Description of the Incident/Complaint:	
Witnesses:	
Action Taken	
Next Steps/Follow up	