

## EXPECTATIONS FOR VISITOR CONDUCT AND MANAGING INAPPROPRIATE BEHAVIOUR

### Introduction

At The Collegiate Trust, we believe that a positive relationship between parents/visitors and our schools is essential for the success and well-being of our pupils and students. We value the support and involvement of visitors to our schools, particularly parents/carers (hereafter referred to as 'parents'), and recognise that strong partnerships are paramount to success in their children's education. Therefore, it is our aim to create a safe, inclusive, respectful, and collaborative environment for everyone. Cooperation in maintaining this positive atmosphere is essential and greatly appreciated.

This document outlines the expectations for all parents/visitors and the procedures for dealing with inappropriate behaviour from parents/visitors at all schools within our Trust.

### Expectations for Parents/Visitors

We expect parents/visitors to:

- *Communicate respectfully*, ensuring they engage with school staff, students and other parents in a respectful and courteous manner. This includes both verbal and written communication. Any questions, concerns or feedback must be communicated calmly and constructively.
- *Support school/Trust policies* and adhere to policies and procedures, including those related to behaviour, attendance, safeguarding and academic expectations.
- *Respect privacy* by maintaining the confidentiality of sensitive information and respect the privacy of students, staff, and other parents.
- *Model appropriate behaviour* and demonstrate this behaviour and language at all times, setting a positive example for pupils and students.

### Examples of Inappropriate Behaviour

- Shouting or using aggressive, foul or offensive language in person, over the telephone or via email.
- Sending emails that are sarcastic, combative or aggressive in tone.
- Harassment or intimidation through constant, repetitive emails or phone calls.
- Posting inappropriate content about the school, staff, or pupils/students on social media.
- Physical violence or intimidation, such as invading personal space, pushing, hitting, or making aggressive gestures.

This is not an exhaustive list.

### Approach to Managing Inappropriate Behaviour of Parents/Visitors

Inappropriate behaviour from parents/visitors can disrupt the school environment and negatively impact pupils, students and staff. The following procedures will be followed to address such behaviour. For instances of more severe or extreme inappropriate behaviour, and at the Principal's discretion, the procedure may begin at Stage 2, 3 or 4.

#### Stage 1: Initial Discussion

In the first instance, the school will work with the parent/visitor to reach an informal resolution. This may include an '*Initial Discussion*'. If a parent/visitor exhibits inappropriate behaviour, a member of the school staff (usually a member of the Leadership Team) will seek to resolve the situation through discussion and mediation. The parent/visitor will be

informed of the specific behaviour that is considered inappropriate and will be asked to adhere to the school's expectations by providing a copy of this document.

### **Stage 2: Written Warning**

Should informal discussion not resolve the concerns around the inappropriate behaviour of the parent/visitor because the behaviour is repeated following the initial discussion or there is an indication that the discussion has not been successful, the school/Trust will move to issue a *'Written Warning'*.

If the behaviour persists, the school/Trust may issue a written warning outlining the specific behaviour that is considered inappropriate and the expected changes in behaviour. This letter will be kept on file by the school/Trust.

### **Stage 3: Formal Complaint**

If the inappropriate behaviour persists or it is severe or extreme, a formal complaint may be lodged by the affected staff member (including the Principal) and placed on file. For severe or extreme behaviours, Stage 1 and 2 of the procedure may not be appropriate and the procedure can begin at stage 3. A member of the Leadership Team (separate to the person who made the complaint) will investigate the complaint, which may involve speaking with the parent/visitor and any witnesses. During the investigation, the parent/visitor may be required to communicate with the school through a designated member of staff and by prior appointment only.

Following an investigation into the parent/visitor's conduct, the Principal may determine that one or more of the following actions are appropriate:

- **Meeting with Principal**  
The parent/visitor may be invited to meet with the Principal to discuss the behaviour and agree on a way forward. This will be documented and followed with a written record of the meeting.
- **Letter of Expectation**  
A letter may be sent to the parent/visitor clarifying what is considered acceptable behaviour by the school. This letter will be kept on file by the school.
- **Designated Communication**  
One member of staff and a specific format for communication may be designated as the point of contact for the parent/visitor to streamline and manage communication.
- **Withdrawal of Permission**  
If inappropriate behaviour persists or there is a reluctance to accept or change behaviours, the school/Trust may withdraw permission for the parent/visitor to contact the school/Trust or enter our school premises without written consent from the Principal. This step will be taken if behaviours are **not** considered to be safe, inclusive, respectful, and collaborative. This will be reviewed half termly.

### **Stage 4: Referral**

If all stages have been completed, or if the behaviour is deemed to be more extreme, the Principal may decide to make a referral for inappropriate behaviour.

- **Referral to the Local Governing Body:**  
The Principal can refer the case to the LGB. The Chair of the LGB will then review the case and convene a panel at which the parent is required to attend. The panel will set out expectations for conduct that are in line with the expectations of this procedure. This will be provided to the parent who will be required to sign a contract to agree to the expectations for behaviour set out.
- **Referral to the Police:**  
The Principal can refer the case to the Police.