



TREAT OUR STAFF WITH RESPECT

We encourage close links with parents and the community and believe that students benefit when the relationship between home and school is a positive one. Almost all parents, carers and visitors to our schools are respectful and polite and are supportive of the Trust's ethos. However, on very rare occasions the behaviour of a small number of parents/carers or visitors can fall short of our expectations. This can manifest itself in aggression or abuse towards members of the school community. This could be direct or in-direct and presents a risk to staff or students in written communication (including social media), on the telephone or in face-to-face incidents. Unacceptable behaviour is any which makes a member of staff or student feel threatened or uncomfortable.

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

- Physical intimidation (standing close or using aggressive hand gestures)
- Any kind of insult including demeaning, embarrassing or undermining.
- Allegations which turn out to be vexatious or malicious
- Use of offensive, foul or abusive language
- Any kind of physical abuse or violence
- Raising of voice so as to intimidate
- Any kind of threat
- Theft

Individuals who are violent or aggressive to staff may be prosecuted in accordance with the Trust Policy

The full Trust Policy on Managing Abusive Parents/Carers and Members of the public can be found on the Trust's website