



Parent, Carer and Visitor Conduct, Respect and Dignity Policy

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Foreword

This policy incorporates our ONE Multi Academies Trust Vision, Mission, Values and Ethos.

Our Trust Behaviours are:

- **TRUTH:** We stand in Truth
- **HUMILITY:** We practice Humility
- **EXCELLENCE:** We strive to excel
- **SERVICE:** We exist to Serve

In turn, this supports us in providing an environment that allows all learners to flourish because mutual respect is encouraged alongside a strong desire to learn. We regularly review our policies and the work of our academies so that our pupils can receive the best possible advantages and opportunities we create for them.

Our Vision:

This policy supports our vision ensuring it supports the academies in creating a rights-respecting environment that allows all learners to flourish by encouraging mutual respect. Our vision is:

“Together As ONE, we cultivate a nurturing and inspiring environment where every individual can achieve and thrive. We ignite a passion for learning while shaping well-rounded, wholesome young people. United as a family, we empower everyone to strive towards becoming the best version of themselves”.

Our Mission:

Oppportunity - Opportunity for every individual to succeed through inspiring teaching, high expectations, and a supportive environment.

Nurture - Nurturing growth through values-driven education that fosters character, faith, and a love of learning.

Empowerment - Empowering our community to excel by providing the tools, skills, and encouragement to achieve and thrive in all aspects of life.

Our Ethos:

Our ethos is deeply rooted in the Sikh principles



We have taken inspiration from these principles to mean:

TOGETHER AS ONE; WE LIVE TO LEARN AND LEARN TO SHARE.

Statement of Principles

All our academies within the Trust actively encourage close links with parents, carers and the community. The Trust believes that students benefit when the relationship between home and the academy is a positive one.

The vast majority of parents, carers and others visiting our academies are keen to work with us and are supportive. From time to time, it is necessary for parents and our academies to deal with problems relating to particular students. It is important that discussions between parents and staff are conducted in a calm and respectful manner. In the vast majority of such situations this is what happens, but on rare occasions, aggression and verbal and or physical abuse is directed towards members of academy staff or members of the wider community.

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

Violence, threatening behaviour and abuse against staff or other members of the community, including other parents/carers and students, will not be tolerated, whether that be on the phone, via email, on an online platform such as Zoom/Microsoft Teams etc. or in a face to-face context. All members of the community have a right to expect that their academy is a safe place in which to work and learn. There is no place for violence, threatening behaviour or abuse in any of our academies.

We expect parents/carers and other visitors to behave in a reasonable way towards members of staff and the wider academy community at all times. This policy outlines the steps that will be taken where behaviour is unacceptable.

Types of behaviour that are considered serious and unacceptable and which will not be tolerated in relation to members of staff, and other members of the community are:

- Shouting, either in person, over the telephone or on a platform such as Zoom or Microsoft Teams
- Swearing or abusive language, either in person or over the telephone/email or on a platform such as Zoom or Microsoft Teams
- Constant emails and/or phone calls/face-to-face encounters, which amount to harassment and intimidation, despite the academy's best efforts to address a situation
- Inappropriate electronic activity including publishing abusive or inappropriate content with regards to the academies, teachers or students on social networking platforms such as Facebook, Instagram, Snapchat and Twitter or in email communication
- Hitting, slapping, punching, kicking or pushing
- Physically intimidation, e.g. standing unnecessarily close to a member of staff
- The use of rude or aggressive hand gestures, including shaking or holding a fist towards another person
- Spitting
- Any acts of sexual harassment
- Deliberate damage to site property
- Deliberate damage to staff property, e.g. a vehicle
- Breaching the academy's security procedures
- Breaching a ban.

This is not an exhaustive list but seeks to provide illustrations of such behaviour. Whilst such behaviour is unacceptable in all circumstances, the Trust is particularly concerned to protect its students from being exposed to such behaviour (whether or not directed at them).

Unacceptable behaviour may result in the police being informed of the incident or called immediately during an incident.

Legal framework

This document has due regard to all relevant legislation including, but not limited to, the following:

- Education Act 2011
- Education Act 1996

This document operates in conjunction with the following academy policies:

- Complaints Procedure Policy
- Child Protection and Safeguarding Policy

Parental/Carers or Visitor access to the premises of the academies

Where there are serious concerns regarding the conduct of a parent/visitor, and possible staff/student safety, Principals may decide to:

- Initiate a meeting/dialogue with the individual(s)
- Write to the visitor, describing their misconduct, explaining its impact on the academy and stating its unacceptability
- Vary the person's access to the site, which may be through the establishment of conditions
- Warn of the possibility of a ban if the misconduct is repeated
- Impose a ban with a review after a fixed period
- Impose a ban without review

Banning Procedure to be followed

If a parent/carer/visitor behaves in an unacceptable way towards a member of the academy's community, the CEO/Principals/or appropriate senior staff will seek to resolve the situation through discussion and mediation. If necessary, the academy's complaints procedures should be followed by the parent/carer or visitor. Where all procedures have been exhausted, and aggression or intimidation continue, or where the circumstances otherwise require it, a parent/carer or visitor may be banned by the CEO/Principals from the academy premises for a period or indefinitely.

In imposing a ban, the following steps will be taken:

1. The parent/carer or visitor will be informed, in writing, that s/he is banned from the premises, what will happen if the ban is breached, e.g. that police involvement or an injunction application may follow. The parent/carer or visitor will be notified if the ban will be reviewed after a period of time or if it is indefinite.
2. Where an assault has led to a ban, the matter will be reported to the police.
3. The Chair of the Board of Trustees will be informed of the ban.
4. As appropriate, arrangements for meetings at the academy regarding students, and arrangements for students being delivered to and collected from the academy will be clarified.

Parents, Carers and Visitors - concerns

Should any parents/carers and visitors believe that they have been unfairly treated under this policy then they have the right to resort to using the Complaints procedure to address their concerns.

Staff script and warning notice

It may be necessary, in certain situations, for staff to communicate our warning notice to parents/carers or visitors, which is: -

'Our staff have the right to be treated with dignity and respect at all times without the risk of aggressive or threatening behaviour and/or violence. This conduct will not be tolerated towards staff and may result in staff disconnecting phone or online communication, or individuals being asked to leave the premises.'

Conclusion

In implementing this policy, the Trust will, as appropriate, seek advice from our solicitors, and/or the Local Authority, if necessary, to ensure fairness and consistency.

Policy Review Statement:

This policy will be reviewed to ensure it remains up-to-date, relevant, and aligned with the Trust's strategic objectives, regulatory requirements, and best practices. The review process will be conducted as follows:

Policy Owner Review

The Policy Owner will conduct an initial review to assess any necessary updates or amendments.

Executive Team Policy Committee

The revised policy will be presented to the Executive Team Policy Committee for further evaluation and recommendations.

Trust Board Approval

Following review and necessary revisions, the policy will be submitted for formal approval by the Trust Board in accordance with the scheduled review cycle.

For details on the specific review schedule, please refer to the review table on the front page.