



Expected Behaviour of Parents and Visitors to an Academy

The following policy is reflective of our deeply held Christian Vision and Values.

Vision

We are committed to creating a safe, happy and enriching environment where we all aspire to thrive, achieve and celebrate success together.

Our aim is to promote the dignity and well-being of every child and staff member and ensure they flourish in the course of their journey with us.

Values

Our core Christian values of Hope, Wisdom, Community and Joy underpin all that we strive to achieve to enable our 'light to shine before others' [Matthew 5 v 16](#)

INTRODUCTION

The Academy welcomes visitors to our academy. We will act to ensure the academy remains a safe place for pupils, staff and all other members of the community. All members of the school community have a right to expect that their school is a safe place in which to work and learn. The Academy expects that all visitors, including parents and members of the public will behave in a polite and courteous manner to each other, staff and pupils. It is expected that parents and carers will be good role models with respect to conduct and managing individual concerns. If a parent/carers has concerns we will always listen to them and seek to address them.

The Academy will not tolerate aggressive, violent, abusive or anti-social behaviour towards anyone on the academy site. This includes abusive telephone calls and abuse using cyber technology. Should there be clear evidence that there has been a breach of this behaviour code, the academy will take 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, either in person or over the telephone
- Physically intimidating another person e.g., standing very close to them
- The use of aggressive hand gestures
- Threatening behaviour or language
- Abusive, malicious, or inflammatory emails, phone or social media messages to or about anyone within the school community
- Swearing
- Pushing
- Hitting e.g. slapping, punching and kicking
- Spitting
- Damaging school property
- Breaching school security procedures

Responsible Committee: SLT

Date Last Reviewed: April 2025

Due to be Reviewed: April 2026

Non-Statutory: Published on the Web Site

ADVICE TO PARENTS AND CARERS FOR RAISING CONCERNS WITH STAFF

- Make an appointment to see the relevant person. If you just turn up at the academy, they are not likely to 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 can be useful when you meet the member of staff.
- Avoid jumping 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 not achieve a positive outcome or resolution.
- 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're 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 the academy complaints procedure. This will tell you the informal and formal procedure for taking your concerns further.
- Selwood Academy considers social media websites being used to spread negative messages or opinions about the academy, staff or other parents/pupils as unacceptable and not in the best interests of the children or the whole school community. Any concerns you may have must be made through the appropriate channels so they can be dealt with fairly, appropriately and effectively for all concerned.

PROCEDURES FOLLOWING AN INCIDENT OF UNACCEPTABLE BEHAVIOUR

If a parent or carer behaves in an unacceptable way towards a member of the academy community, the Head Teacher or designated member of staff will seek to resolve the situation.

Following an incident there are a number of options the Head Teacher may wish to take. These can include:

- Inviting the parent to a meeting to discuss the event.
- Clarifying to the parent what is considered acceptable behaviour by the academy.
- Forming strategies to manage future situations of potential conflict.
- Withdrawing permission for the parent 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 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.

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