

Three Counties Academy Trust



Unreasonable Behaviour Towards Staff Policy

#HR45

Last amended 7th July 2026 (v1.0)

Policy lifespan: As determined by Hoople HR. Subject to annual compliance check. Next full review 30th September 2028.

Statement of intent

Three Counties Academy Trust (TCAT) is fully committed to providing and maintaining a safe, respectful and supportive working environment for all staff. We recognise that our staff dedicate themselves to the education, welfare and safeguarding of children and young people, often in demanding and complex circumstances. They have the right to carry out their professional duties free from intimidation, harassment, abuse or other forms of unreasonable behaviour.

Positive and constructive relationships between TCAT schools, parents, carers, pupils and members of the wider community are essential to successful outcomes for children. TCAT therefore actively promotes open communication, mutual respect and partnership working. However, while questions, concerns and challenges are a legitimate part of school life, TCAT is clear that behaviour which is threatening, aggressive, abusive, persistent, vexatious or otherwise unreasonable is not acceptable and will not be tolerated.

To that effect, we subscribe to and promote the Unreasonable Behaviour Towards Staff in Schools Policy (HR028) as set out by our HR partners Hoople and used across the county of Herefordshire. The latest version of this policy will be the version used should the need arise.

This policy sets out the approach to manage unreasonable behaviour directed towards staff by parents, carers or members of the public that TCAT schools will follow. It aims to protect staff from conduct that undermines their dignity, wellbeing, mental health or personal safety, and to ensure that concerns can be addressed in a way that is proportionate, fair and in line with our values. TCAT has a duty of care to its employees and will take all reasonable and appropriate steps to support staff who experience unacceptable behaviour, including the use of formal warnings, restrictions on contact, or escalation to external agencies where necessary.

TCAT will not tolerate any instances of work-related violence, including verbal abuse, to our staff. All instances of violence will be dealt with swiftly and fairly, and any affected staff will be responded to sensitively and provided with appropriate support.

This policy operates in tandem with our Parent Code of Conduct, which sets out clear expectations for positive, respectful and appropriate engagement with our schools and staff. Where behaviour falls outside those expectations, this policy provides a consistent and transparent framework for responding, with the aim of restoring constructive relationships where possible, while prioritising staff safety and wellbeing at all times.

We will ensure that this policy is implemented consistently across all TCAT schools and that staff are supported to apply it confidently and professionally. By doing so, we reaffirm our commitment to a culture of respect, professionalism and collaboration, in which staff feel valued, protected and able to focus on what matters most: delivering high-quality education and care for every child.

The latest (HR028) Unreasonable Behaviour Towards Staff in Schools Policy can be obtained on request from the TCAT Central Team or from the Headteacher/Head of School and is the full and unabridged version as ratified by Hoople and adopted by the TCAT Trust Board.

Please note, where Hoople can at times have not ratified a new version of a policy before their planned review date, we will always use the latest version available, even where that may fall outside date scope until Hoople have approved a replacement.