

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