



Policy approved & adopted by	Head of College
Date	Sept 2023
Review cycle	3 years
Next Review	Sept 2026

ABUSIVE VISITORS TO COLLEGE POLICY

At Valley College a positive relationship between advocates (parents/carers), and other visitors to college is essential for all learners to work and learn to the best of their ability.

All individuals have the right to be treated professionally, courteously and with respect by Valley College staff at all times. In return, the college expects all advocates and visitors to support the college fully at all times and to maintain positive working relationships with all staff.

We believe that all staff, learners and advocates are entitled to work and learn in a safe and protective environment.

The vast majority of advocates continue to work with us in a mutually supportive way. However, on rare occasions negative attitudes and behaviours can be displayed which can result in rude or abusive behaviour towards the college and its staff.

Behaviour that will cause, or is likely to cause, alarm, distress or the harassment of anyone at any time is unacceptable and will not be tolerated.

This policy outlines the behaviours that are considered unacceptable and the steps that will be taken to address this.

BEHAVIOURS CONSIDERED UNACCEPTABLE

The following types of behaviour are considered unacceptable and will not be tolerated towards any member of the college community:

- Any verbal abuse including:
 - shouting
 - swearing
 - speaking in an aggressive tone or threatening manner
 - making threats
 - making racist, sexist or homophobic/transphobic comments
 - other comments that are likely to offend or incite hatred or violence

- communicating in any way likely to cause alarm or distress
- Any actual, or threat of, physical abuse including:
 - pushing or shoving
 - hitting e.g. slapping, punching, kicking
 - spitting
 - throwing
 - using aggressive body language such as physical intimidation
 - making offensive or threatening hand gestures
- Making inappropriate or offensive comments on the internet or any written forum to include social media

This is not an exhaustive list, and is intended to provide an illustration of behaviours that are not acceptable under any circumstances, either in person, by message or over the telephone.

The college reserves the right to take any action necessary to protect its staff and learners from any form of abuse.

Valley College will always record and report all forms of abuse with the local police and the Police will assist in dealing with offenders. The college will invoke legal proceedings where necessary.

PROCEDURE

When an advocate, visitor or member of the public behaves in a manner that is considered to be unacceptable in any way the Head of College, or appropriate senior staff, will seek to resolve the situation, in the first instance.

The following steps will usually be taken to address such behaviours:

1. A first written warning about behaviour, advising what is unacceptable
2. A second, and final, written warning advising about acceptable behaviour
3. Issuing a temporary ban from communicating with college or visiting the premises, advising that breaching the ban will result in legal proceedings e.g. court order or injunction

Any ban will be temporary in the first instance, for a fixed period of time and will be subject to review.

Please Note: any critical or extreme incident will result in immediate police involvement.