



# Behaviour Towards Staff Policy and Procedures

Date:

Review date:

Linked with other policies:

Signed:

*S. Day*

Registered address: All Saints School (Lessingham) Limited. Company no: 10323174

Rookery Farm, Reynolds Lane, Potter Heigham, Great Yarmouth NR29 5LY

## **Rationale**

The school actively encourages close links with parents/carers and the community. We know that students benefit when the relationship between home and school is a positive one and we welcome visitors to our school and encourage parents to communicate with us by phone or via email. If a parent or carer has concerns, we will always listen to them and seek to address them as quickly and positively as possible. We will always act to ensure the school remains a safe place for students, staff and all other members of our community and therefore abusive, threatening or aggressive behaviour will not be tolerated. If such behaviour occurs, we will follow the procedures outlined in this policy.

## **Aims:**

- That all members of the school community treat each other with respect

## **Expectation:**

- That adults set a good example to children at all times, showing them how to get along with all members of the school and the wider community
- That no members of staff, parents or children are the victims of abusive behaviour or open to threats from other adults on the school premises
- Physical attacks and threatening behaviour, abusive or insulting language verbal or written, to staff, directors, parents and carers, children and other users of the school premises will not be tolerated and will result in withdrawal of permission to be on school premises
- Any parent who is asked to leave the school premises will have the right to appeal the decision by writing to the Directors

## **Persons Causing Nuisance / Disturbance on School Premises**

### **Section 547 of the Education Act 1996**

School premises are private property and parents have been granted permission from the school to be on school premises. However, in case of abuse or threats to staff, students or other parents, school may ban parents from entering school.

It is also an offence under section 547 of the Education Act 1996 for any person (including a parent) to cause a nuisance or disturbance on school premises. The police may be called to assist in removing the person concerned.

School is not responsible for organising arrangements for children in the above circumstances. Parents will need to provide alternative arrangements for bringing children into school.

## **Guidelines:**

Types of behaviour that are considered serious and unacceptable and will not be tolerated towards any member of the school community:

This is not an exhaustive list but seeks to provide illustrations of such behaviour:

- Shouting, either in person or over the telephone
- Inappropriate posting on Social Networking sites which could bring the school into disrepute or be deemed as bullying
- Speaking in an aggressive/threatening tone
- Physically intimidating, e.g. standing very close
- The use of aggressive hand gestures/exaggerated movements
- Physical threats
- Shaking or holding a fist towards another person
- Swearing
- Pushing
- Hitting e.g. slapping, punching or kicking
- Spitting
- Racist or sexist comments including sexual innuendo.

#### **a) Dealing with abusive telephone calls**

Sometimes staff may have to deal with challenging, abusive, aggressive or threatening telephone calls. It is unacceptable for any member of staff to be subjected to such abuse and this guidance has been produced to assist parents to understand conduct which the school expects parents to follow during phone calls and to staff if they are faced with a difficult situation.

#### **Guidance for parents/carers**

When you call All Saints School you will speak initially to our Reception staff. They will do their very best to connect you with the person you wish to speak to, but given the vast majority of our staff will be teaching, it is most likely that they will take a message.

Please do not become frustrated with the Reception staff if they cannot attain an answer to your concern or connect you to the person you wish to speak to straight away; this is not their fault and any frustrations vented at this time, will not serve to ensure your issue is dealt with any quicker. At any time when speaking to a member of staff at All Saints School, please do not raise your voice or use aggressive or threatening language

#### **Guidance to staff**

- To reduce the likelihood of callers becoming abusive staff should conduct themselves in a courteous and professional manner and make every attempt to meet the needs of the caller. Staff should also have the confidence that it is acceptable to end an abusive telephone call.

Always:

- remain calm and polite
- stay in control of the situation
- actively listen – repeat information back to the caller to test understanding of the issue and gain their agreement
- inform the caller they are trying to help them
- be positive and say what you can do
- be clear and avoid using jargon
- if necessary, apologise for an error and take action to put it right make notes of the conversation follow the procedure below and if appropriate refer to the Headteacher

Never:

- respond in the same manner as an abusive caller
- take it personally
- slam the phone down.

### **Script for abusive telephone calls**

#### **When the caller starts to raise their voice/be abusive:**

Mr/Mrs/Ms...please don't raise your voice/swear at me, I am not raising my voice/being rude to you. If you continue to raise your voice/be rude to me then I will be forced to terminate the call.

#### **When the caller continues to raise their voice/be abusive:**

Mr/Mrs/Ms.... I understand you are upset/frustrated however I am not prepared to continue to be shouted/sworn at so you can either call back when you have calmed down or if you prefer you can put your views in writing.

#### **If, despite the two warnings above, the caller continues to raise their voice/be abusive:**

Mr/Mrs/Ms.... I advised you earlier during this call about raising your voice/swearing and you have continued to do this, so I am afraid I am going to have to terminate this call. Hang up.

#### **Further actions**

Make a written note of the telephone call or use the incident report form and report the incident to your line manager.

### **b) Acceptable communication by email**

Sometimes staff may have to deal with challenging, abusive, aggressive or threatening emails. It is unacceptable for any member of staff to be subjected to such abuse and this guidance has been produced to assist parents to understand conduct which the school expects parents to follow when emailing the school and to staff if receive such messages.

#### **Guidance for parents/carers**

- Always address the member of staff formally (eg Dear Ms Allen...)
- Always use formal and courteous language in the message
- Do not use bold text or capitalisation to emphasise concerns
- Only expect a response to the member of staff to whom you have directly sent the email, not those who you have included in the circulation
- Do not expect an instant response. The majority of staff will be teaching for most of the day and do not have the opportunity to check their emails until the conclusion of meetings and training which take place after the children have gone home

#### **Guidance for staff**

- Always address the member of staff formally (eg Dear Ms Allen...)
- Always use formal and courteous language in the message
- Do not use bold text or capitalisation to emphasise concerns
- If you receive an email which you believe does not follow the school's expectations of the use of email, forward the message to your Line Manager or to the Headteacher

#### **Inappropriate use of Social Networking Sites:**

Social media websites are being used increasingly to fuel campaigns and complaints against schools, Headteachers, school staff, and in some cases, other parents/students.

The Directors considers the use of social media websites being used in this way as unacceptable and not in the best interests of the students or the whole school community.

Any concerns you may have must be made through the appropriate channels by speaking to the class teacher, Senior Leader, the Headteacher or the Directors, so they can be dealt with fairly, appropriately and effectively for all concerned.

In the event that any student or parent/carer of a child/ren being educated at All Saints is found to be posting libellous or defamatory comments on Facebook or other social network sites, they will be reported to the appropriate 'report abuse' section of the network site. All social network sites have

clear rules about the content which can be posted on the site and they provide robust mechanisms to report contact or activity which breaches this. The school will also expect that any parent/carer or student removes such comments immediately.

In serious cases the school will also consider its legal options to deal with any such misuse of social networking and other sites. Additionally, and perhaps more importantly is the issue of cyber bullying and the use by one child or a parent to publicly humiliate another by inappropriate social network entry. We will take and deal with this as a serious incident of school bullying. Thankfully such incidents are extremely rare.

**Unacceptable behaviour may result in the Police being informed.**

The school reserves the right to take any necessary actions to ensure that members of the school community are not subjected to abuse.

Parents have the right of appeal by writing to the Directors, within ten days of their permission to enter the school premises being withdrawn.

**Responsibilities:**

It is the responsibility of the Headteacher and Directors to monitor and annually review this policy.

**Procedure to address inappropriate behaviour by adults on the school site**

At All Saints School, we operate a 'zero tolerance' of the use of inappropriate behaviour anywhere on the school site.

*\*\*Inappropriate behaviour means disrespectful conduct towards people or property within the school site.*

All staff and the Directors agree that any adult found to be using inappropriate behaviour towards other adults or students should be dealt with using the following steps:

An adult approaches another student	The adult will be spoken to immediately and the issue investigated by a school leader. This will be reported to the Headteacher and recorded. The adult will receive a warning letter.
A parent approaches another parent.	The parent should report this to a member of staff or a school leader. The offending parent/s will be spoken to as soon as possible after the incident and reminded that we have a zero tolerance of inappropriate behaviour. A letter will be given to the parent/s. This warns a parent that if it recurs they could be banned from the school site under section 547 of the Education Act 1996.
A parent approaches a member of staff	This should be reported immediately to a member of the Senior Leadership Team. This will be investigated as soon as possible and the member of staff will be informed of the action taken. The parent/adult will be spoken to and given a warning letter. This warns a parent/s that if it recurs they could be banned from the school site under section 547 of the Education Act 1996.