



# Code of Conduct Policy: Parents & Visitors in School

*You are not born for yourself but for the world*





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### **This policy links also to:**

- VISP Equal Opportunities Policy
- VISP Discipline Policy

### **Expectations of parents, carers and visitors to the school**

At Vijay International School, Praslin, we actively encourage close links with parents/carers and the wider Praslin 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 would like to meet with a member of staff face to face, then pre-arranged appointments can be arranged.

The overriding principle of this policy is that all members of the school community have the right to work or be in school without fear of aggression or abuse from parents/carers or visitors to the school. The governing body also has a requirement to protect staff and students from such aggression. 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.

### **Types of behaviour that are considered unacceptable and/or serious which will not be tolerated in relation to members of staff, and other members of the community are:**

- Shouting/raising one's voice, either in person or over the telephone.
- Making unreasonable demands on staff time by refusing to leave school site until the problem is resolved and/or a named person is seen including the Principal.
- Taking matters into one's own hands and reacting towards staff or parents without allowing the school the time to investigate the incident.
- Refusal to follow school policy, rules, or requests made by staff, including ignoring staff.



- Any kind of insult or personal attack as an attempt to demean, embarrass or undermine and is damaging to their self-esteem.
- Any kind of threat.
- Swearing, either in person or over the phone.
- Physical intimidation, e.g. standing unnecessarily close to her/him.
- The use of rude or aggressive hand gestures, including pointing, raising arms, shaking or holding a fist towards another person.
- Emails which are sarcastic, combative or aggressive in tone and language.
- Electronically recording meetings and conversations without the prior knowledge and consent of the other persons involved.
- Any form of physical violence, such as pushing or hitting.
- Publishing unacceptable information about the school or members of its staff in a variety of media such as in social media websites and newspapers, which is damaging to the school's or staff members reputation.
- Persistent emails, phone calls and/or letters which amount to harassment and intimidation, despite the school's best efforts to address a situation.

## **Recording of Incidents**

Staff should record any incidents where inappropriate behaviour has occurred in writing via email and sent to the Principal and should also be sent to the SLT line manager of that department to determine the most appropriate course of action. These will be recorded on a central reporting log.

If a parent, carer or visitor behaves in an unacceptable way towards a member of the school staff, a member of the school's senior leadership team will seek to resolve the situation through discussion and mediation. Such discussion will highlight how the behaviour of the parent/carer did not meet the school's expectations, with reminders of the school's policies provided, and a request will be made that future communications with the school are modified in the light of this.



## Appendix 1 – Guidance on how inappropriate behaviours will be dealt with

Please see an outline of the types of behaviours and actions to be taken, although the Principal and the Governors reserve the right to modify any such actions taken after investigation depending on the circumstances of each individual incident:

<b>Inappropriate behaviour</b>	<b>Action to be taken</b>	
1. a) Shouting /raising one’s voice, either in person or over the telephone	Polite request to stop the inappropriate behaviour	
	<b>Yes</b> – inappropriate behaviour/communication stops	<b>No</b> – the inappropriate behaviour continues
1. b) Taking matters into one’s own hands and reacting towards staff or parents without allowing the school the time to investigate the incident.	Inappropriate behaviour stops and the conversation can continue	The conversation/meeting will be terminated by staff member. Parent/visitor will be asked to leave school premises.
1. c) Making unreasonable demands on staff time by refusing to leave school site until the problem is resolved and/or a named person is seen including the Principal.		Senior member(s) of staff and/or governor(s) will have a discussion with the parent/carer about communication protocols and expectations before the conversation / meeting is reconvened, with a second person present.



<b>Inappropriate behaviour</b>	<b>Action to be taken</b>		
2. a) Any kind of insult or personal attack as an attempt to demean, embarrass or undermine and is damaging to their self-esteem	Polite request to address the issue at hand, e.g. to cooperate with the school, to communicate in a non-abusive manner and to stop any threatening behaviour		
2. b) Any kind of threat	<b>Yes</b> – inappropriate behaviour/communication stops	<b>No</b> – the inappropriate behaviour continues	
2. c) Swearing, either in person or over the phone	Inappropriate behaviour stops and the conversation can continue but parents are reminded of this policy by a member of the senior leadership team about how to appropriately communicate towards staff/parents	Senior member/s of staff and/or governor/s will intervene and have a follow-up communication and/or conversation about the manner of expected communication, highlighting kind, respectful, safe and non-threatening, non-aggressive behaviour or comments	
2. d) Physical intimidation, e.g. standing unnecessarily close to her/him	If there are repeated incidences at another point, parents may be asked to not enter the school site for a period of time until such an apology is issued and behaviour improves.	<b>Yes</b> – inappropriate communication/behaviour stops	<b>No</b> – inappropriate communication/behaviour continues
2. e) The use of rude or aggressive hand gestures, including pointing, raising arms, shaking or holding a fist towards another person.			The parent’s channels of communication to the school may be restricted, e.g. no longer allowing the parent to send emails to a staff member directly. If there is failure to follow school rules, disrespect staff, show abuse or threats towards staff on site, parents will be asked to leave the site and not return for a period of time
2. f) Emails/ messages which are sarcastic, combative or aggressive in tone and language			Persistent abuse or threats of violence will be reported to the police.
2. g) Refusing to follow school policy or ignoring of staff requests			



<b>Inappropriate behaviour</b>	<b>Action to be taken</b>
3. a) Any form of physical violence, such as pushing or hitting, or public displays of going against the school	<p>We will escort anyone off the premises who is displaying aggressive or disruptive behaviour.</p> <p>Reasonable measures will be taken by school staff to safeguard everyone and school property. The police will be contacted immediately for support – either to provide advice on managing an incident or to assist in the removal of an individual from the premises, where necessary. The parent/carer will be barred from the school premises which will be put in writing by the Chair of the Governors.</p>

<b>Inappropriate behaviour</b>	<b>Action to be taken</b>		
4. a) Publishing unacceptable information about the school or members of its staff in a variety of media such as in social media websites and newspapers, which is damaging to the school's or staff members reputation	<p>Social Media - Make the parent/carer aware that the post has been read/noted. Polite request to remove the post and to give us an opportunity to address the issue/concern/complaint in school.</p> <p>Persistent emails/calls/messages – Make the parent aware that messages must be sent at appropriate times and what is a reasonable amount to be contacting a member of staff.</p>		
4. b) Persistent emails, phone calls and/or letters which amount to harassment and intimidation, despite the school's best efforts to address a situation	<b>Yes</b> – post removed/messages stopped	<b>No</b> – post not removed/ messages continue	
	Discussion about dissatisfaction/issue can be addressed through a meeting with the Principal and a member of the Governing Body.	A senior member of staff or governor will have a follow up conversation about removing the post/persistent messaging.	
	Parent will be reminded of this policy and the inappropriateness of posting online and damaging the reputation of the school.	<b>Yes</b> – post removed	<b>No</b> – post not removed
		Discussion about dissatisfaction/issue can be addressed through a meeting with the Principal and a member of the Governing Body.	If the matter of the issue cannot be resolved through a meeting, the child's place at the school will be in question.
	Parent will be reminded of this policy and the inappropriateness of posting online and damaging the reputation of the school.		



## **Appendix 2 - Guidance to staff**

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

### ***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

### ***Never:***

- respond in the same manner as an abusive caller
- take it personally
- allow yourself to be bullied
- slam the phone down.



## **Script for abusive telephone calls/meetings**

When the caller/visitor 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/meeting.*

When the caller/visitor 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, meet you at a different time when you are calm or if you prefer you can put your views in writing.*

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

*Mr/Mrs/Ms.... I advised you earlier during this call/meeting 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/meeting. Hang up/leave the room.*

Please record the occurrence by emailing the Principal and the Safeguarding lead. They will record this on the school communication log.