



STAKEHOLDER & VISITOR CONDUCT 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.
- 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.

Note: There is an additional document on file with guidance on the procedures to follow in the event of any such incident occurring.