



Broadway Academy Policies

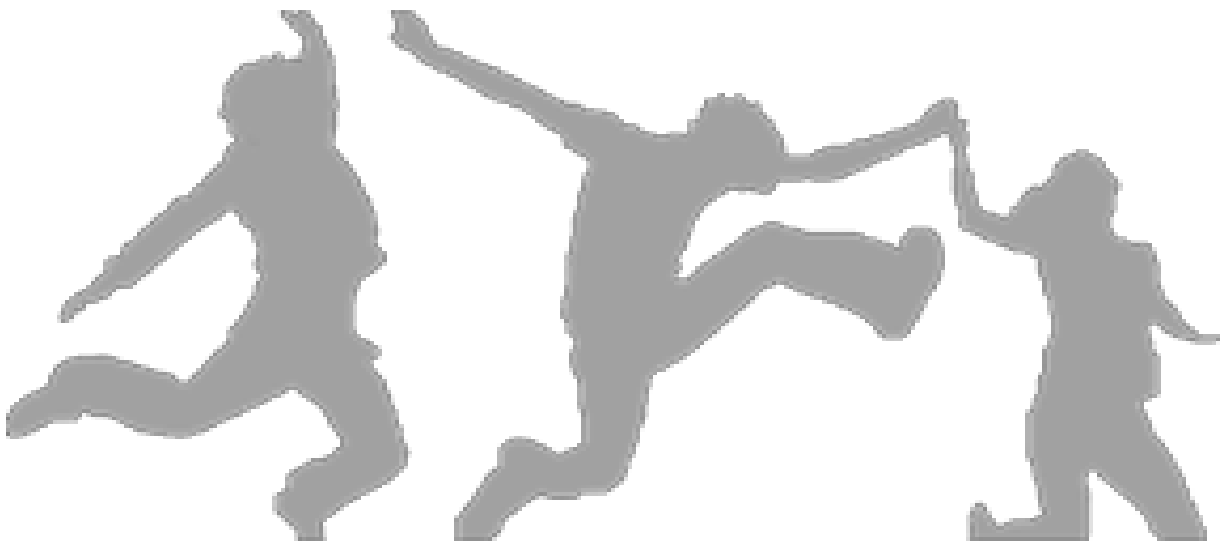
Our Children. Our Community. Believe it can be done!

Parent and Visitor Behaviour Policy Statement

Approved by: Full Governing Board

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Next review: December 2027



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1. Statement of principles

- 1.1 At Broadway Academy Trust, we value the positive relationships forged with parents and visitors to the Academy. We encourage close links with parents and the community and believe that students benefit when the relationship between home and the Academy is a positive one.
- 1.2 We believe it is important to:
 - Work in partnership with parents to support their child's learning
 - Create a safe, respectful and inclusive environment for students, staff and parents
 - Model appropriate behaviour for our students at all times
- 1.3 Broadway Academy Trust staff and students are expected to live and role- model the Academy values. These are: Integrity, Respect, Optimism, Responsibility, Appreciation, Aspiration, Generosity and Inclusivity
We set clear expectations and guidelines on behaviour for staff (through the staff code of conduct) and students (through the behaviour for learning policy).
- 1.4 Parents and other visitors are expected to show respect for others and support the respectful ethos of the Academy by setting a good example in their own speech and behaviour towards all members of our community.
- 1.5 Almost all parents, carers and visitors to Broadway Academy are keen to work with us and are supportive of the Academy. This policy addresses those rare occasions when behaviour is inappropriate. This sometimes manifests itself in aggression or abuse towards members of the Academy community.
- 1.6 The overriding principle is that all members of the Academy community have the right to work or be in the Academy without fear of aggression or abuse from parents. The Board of Governors has a responsibility to protect staff and students from such aggression.
- 1.7 We use the term 'parents' to reflect anyone with parental responsibility for a child and anyone caring for a child (such as grandparents, extended family members or childminders).

2. Expectations of parents and carers

We expect parents, carers and other visitors to:

- respect the ethos, vision and values of the Academy
- work together with staff in the best interests of our students
- treat all members of the Academy community with respect – setting a good example with speech and behaviour
- seek a peaceful solution to all issues
- correct their own child's behaviour (or those in their care), particularly in public, where it could lead to conflict, aggression or unsafe conduct
- approach the right member of school staff to help resolve any issues of concern

3. Unacceptable behaviours

- 3.1 Aggression, verbal and or physical abuse towards members of Academy staff or the wider Academy community are unacceptable no matter what the circumstances. Unacceptable behaviour is such that makes a member of staff or student feel threatened. This can be through face-to-face contact, on the telephone or in written communication (including email and social media).
- 3.2 Examples of behaviour that are considered serious and unacceptable and will not be tolerated include:
- any kind of insult as an attempt to demean, embarrass or undermine
 - any kind of threat
 - raising of voice so as to be intimidating
 - physical intimidation e.g. by standing very close to someone or the use of aggressive hand gestures
 - swearing or using offensive or abusive language
 - any kind of physical abuse
 - sending abusive messages to another member of the school community, including via text, email or social media
 - posting defamatory or offensive comments about the Academy, its staff or any member of its community, on social media platforms
 - disrupting, or threatening to disrupt, school operations (including events on the school grounds and sports team matches)
 - Smoking or drinking alcohol on the school premises (unless alcohol has been allowed at a specific event)
 - possessing or taking drugs (including legal highs)
 - bringing dogs onto the school premises
 - making allegations which turn out to be vexatious or malicious

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

Unacceptable behaviour may result in the police being informed of the incident.

4. Action by staff when facing unacceptable behaviours

- 4.1 In these situations, we expect members of staff to behave professionally, attempting to defuse the situation where possible and seeking the involvement as appropriate of other colleagues.
- 4.2 Staff who face these situations have the right to end any conversation (face to face or on the telephone). They should attempt to do this politely. They should then refer the incident to a member of SLT who will take appropriate action or invoke the provisions of this policy.

5. Procedure to be followed

- 5.1 If a parent/carers behaves in an unacceptable way towards a member of the Academy community, the Headteacher and CEO or appropriate SLT staff will seek to resolve the situation through discussion and mediation. If necessary, the

Academy's complaints procedures should be followed.

- 5.2 Depending on the type, level or frequency of the unacceptable behaviour, the Academy may consider imposing conditions on the parent's contact with the Academy.
- 5.3 Where all procedures have been exhausted, and aggression or intimidation continue, or where there is an extreme act of violence, a parent/carer may be banned by the Headteacher and CEO from the Academy premises for a period, subject to review.
- 5.4 In imposing a ban, the following steps will be taken:
 1. The parent/carer will be informed, in writing, that s/he is banned from the premises, subject to review, and what will happen if the ban is breached, e.g. that police involvement or an injunction application may follow
 2. Where an assault has led to a ban, a statement indicating that the matter has been reported to the police will be included
 3. The Chair of the Governing Board will be informed of the ban
 4. Where appropriate, arrangements for students being delivered to, and collected from, the Academy will be clarified.
- 5.5 The progress and well-being of the parent's child(ren) will be fully considered. Actions taken against the parent will be reasonable and proportionate. The parent will have the opportunity to put their views forward at every stage.
- 5.6 In the case of the imposition of conditions or a ban from the Academy Trust, robust review processes involving the Chair of the Governing Board and then the Governing Board are in place to ensure fairness.