



SPARKEN HILL
ACADEMY

Parent/Carer and Visitor Behaviour Policy

Adopted: September 2016

Reviewed: November 2017

Reviewed June 2022

Reviewed: June 2025

Review Date: June 2028

SPARKEN HILL ACADEMY | Sparken Hill, Worksop, Notts S80 1AW

Parent/Carer and Visitor Behaviour

1 Statement of Intent

Sparken Hill Academy Trust encourages close links with parents and the community. We believe that students benefit when the relationship between home and the Academies is a positive one.

The vast majority of parents/carers and others visiting our school are keen to work with us and are supportive of the Academy. However, on the rare occasions when a negative attitude towards the Academy is expressed, this can result in aggression, verbal and/or physical abuse towards Academy staff.

Our Academy expects and requires its staff to behave professionally in these difficult situations and attempt to defuse the situation where possible, seeking the involvement as appropriate of other colleagues. However, all staff have the right to work without fear of violence and abuse and the right, in an extreme cases, of appropriate self-defence.

We expect parents/carers and other visitors to behave in a reasonable way towards Academy staff. This policy outlines the steps that will be taken where behaviour is unacceptable.

2 Behaviour

Types of behaviour that are considered serious and unacceptable and will not be tolerated:

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

- Shouting at Academy staff, either in person or over the telephone
- Physically intimidating a member of staff, e.g. standing very close to her/him
- The use of aggressive hand gestures
- Threatening Academy staff
- Shaking or holding a fist towards another person
- Swearing at a member of Academy staff
- Pushing
- Hitting, e.g. slapping, punching and kicking
- Spitting
- Racist or sexist comments
- Breaking the Academy's security procedures
- Targeting staff via dojo, email or social media

Unacceptable behaviour will result in Sparken Hill Academy Trustees and the Police being informed of the incident.

3 Procedure

When a parent/carers member of the public behaves in an unacceptable way towards a member of the Academy staff the Principal or appropriate senior staff will seek to resolve the situation through discussion and mediation. If necessary,

the Academy's complaints procedure should be followed. 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 Principal from the school premises for a period of time, subject to review.

Prior to being banned the following steps will be taken:

- 1 The parent/carer will be informed, in writing, that he/she is banned from the premises, subject to review, and what will happen if the ban is breached. Please see section 'Troublemakers on Site'.
- 2 Where an assault has led to a ban, a statement indicating that the matter has been reported to Sparken Hill Academy Trust and **the Police will be included.**
- 3 The Chair of the Sparken Hill Academy Trust will be informed of the ban.
- 4 Where appropriate, arrangements for students being delivered to, and collected from the Academy gate will be clarified.

4 Conclusion

Sparken Hill Academy Trust will take action where behaviour is unacceptable or serious and breaches our home-Academy code of conduct or health and safety legislation.

In implementing this policy, the Academy will, as appropriate, seek advice from the Sparken Hill Academy Trust Legal Department (CEFM), to ensure fairness and consistency.