



FAMILIES AND VISITORS CODE OF CONDUCT

September 2017

Families and Visitors Code of Conduct

INTRODUCTION

Radius Trust is committed to providing outstanding educational opportunities for all our pupils and students. As a family of schools working for mutual benefit, we believe that together we can offer the very best for our pupils and students and for their local communities.

We recognise the crucial role that families play in supporting children and young people to learn and achieve. As such, we are committed to maintaining positive working relationships with all parents and carers. We ask that families return this commitment and work positively with Radius Trust, so that our pupils and students can maximise the benefit of their education. The vast majority of parents/carers and other visitors to Radius Trust schools are very keen to work with us and supportive of the work that we do.

The purpose of this policy is to clearly state our expectations regarding family and visitor conduct and explain any measures that may be taken should any issue arise. As stated in our Positive Behaviour Policy, Radius Trust recognises the importance of a **whole school approach** to behaviour management within each provision and across the organisation as a whole. We believe that modelling good conduct is an essential part of promoting equality, diversity and tolerance within our community, as well as setting a good example to our pupils and students. Radius Trust also operates a Staff Code of Conduct which clearly sets out expectations for staff and relevant measures that may be taken in the event of a breach. All policies are available to view on request.

RESPECT AND CONCERN FOR OTHERS

At Radius Trust, we believe that children and young people are entitled to learn in a respectful and positive atmosphere, and as such we expect all members of the Radius Trust community, including parents/carers and visitors, to uphold these values. In particular, we ask parents/carers to show respect and concern for others by:

- Setting a good example in their own speech and behaviour towards all members of the Radius Trust community;
- Working together with Radius Trust staff for the benefit of pupils and students. This includes approaching your child's school to discuss any issues of concern and to work towards a positive solution;
- Understanding and upholding the Trust's Positive Behaviour Policy;
- Respecting the learning environment (both in school and offsite);
- Where relevant, parking with consideration and respect for others when transporting pupils/students to or from school.

In order to support a peaceful and safe learning environment, Radius Trust does not tolerate:

- Disruptive or unreasonable behaviour which interferes with the operation of a classroom, an office area or any other part of the school grounds;
- Abusive language, including swearing, hate speech and derogatory remarks;
- Abusive or threatening behaviour, whether directed at a pupil/student, another parent/carer or a member of Radius Trust staff;
- Abusive, threatening, malicious/vexatious or inflammatory communications, whether by telephone, email or via social media;
- Consumption of alcohol or other drugs, or accessing Radius Trust provisions while intoxicated.

The above behaviours in a Radius Trust school will be reported to the relevant Head/Principal and Chair of Governors, and appropriate measures will be taken. Measures may include restrictions/exclusion and/or contacting the police/legal action if necessary.

Radius Trust operates a Smoke Free Policy across the organisation and we ask parents, carers and visitors to respect this. Dogs (other than assistance dogs) are not permitted on site.

AGGRESSIVE BEHAVIOUR

There may be rare occasions when negative attitudes spill over into aggressive behaviour on Radius Trust premises.

Types of behaviour that are considered serious and unacceptable may include:

- Shouting, either in person or over the telephone;
- Inappropriate language or malicious written communications, including email
- Unreasonably persistent or intimidating written/verbal communications
- Physical intimidation e.g. invading someone's space;
- Use of threatening gestures;
- Swearing;
- Aggressive physical contact e.g. pushing, hitting, kicking;
- Verbal abuse including racist, sexist and homophobic remarks, sexually abusive or intimidating comments, and derogatory remarks that contravene Equality and Diversity guidelines e.g. disablist/faith-based abuse.

This is an illustrative rather than an exhaustive list.

Radius Trust takes a zero tolerance approach to aggressive or abusive behaviour, whether directed at staff, pupils/students or other members of our community. We recognise that anger and frustration can be potent sources of aggression and we encourage all parents/carers and visitors to work with us to resolve any issues before they reach crisis point.

SOCIAL MEDIA

Social media can provide a useful platform for parents and carers to share information relating to school life. However, social media discussions can sometimes spiral into negativity and occasionally can fuel campaigns and complaints against schools, staff and even other parents/pupils. Venting concerns in this way on social media websites is not constructive or in the best interests of our pupils and students.

We encourage parents and carers to enter into constructive discussions with Radius Trust and the school in order to positively resolve any problems or complaints. Parents/carers can contact their school by telephone or email and are always welcome to discuss concerns with school staff in person. Each Radius Trust school has a clear Complaints Policy which is available via the relevant website or from the school office. We welcome constructive communication as this allows us to improve our provision for the benefit of all our pupils and students.

We ask all parents and carers to be respectful in their communications via social media. In the event that any parent/carer or pupil/student is found to be posting libellous or defamatory comments about Radius Trust or a Trust school on social media sites, they will be reported via the site's 'report abuse' channels and consideration will be given to any further action that may need to be taken, including legal action. Radius Trust will also request and expect the person concerned to remove such comments immediately.

It is also important to bear in mind that cyber bullying is a serious issue and that posting abusive remarks and conducting hate campaigns on social media can fall into this category.

RELATED POLICIES AND PROCEDURES

Anti-Bullying Policy
Child Protection, Adult Protection & Safeguarding Policy and Procedure
Complaints Policy
Equality & Diversity Policy
Health & Safety Policy
Positive Behaviour Policy
Staff Code of Conduct

APPENDIX 1: Procedure in the event of aggressive behaviour

If a parent/carer displays aggressive behaviour towards a member of the Radius Trust community, the relevant Head/Principal or appropriate senior staff member should immediately be alerted. Staff are expected to safeguard pupils and students in the first instance, e.g. by moving pupils/students to a place of safety and/or encouraging the aggressor to remove themselves to another location in order to continue the discussion in a more reasonable manner. Staff will not continue discussions when a parent/carer is behaving in an aggressive manner, and this will be politely made clear at the time.

If the person displaying aggressive behaviour agrees to relocate for a calm discussion, this should be arranged immediately with the Head/Principal or other appropriate senior member of staff.

Where all procedures have been exhausted and aggressive or abusive behaviour continues, or where there is an extreme act of violence or abuse, the person in question may be excluded from Radius Trust premises for a period of time, subject to review by the relevant Head/Principal and Chair of Governors.

Following an incident of unacceptable behaviour:

- The parent/carer will be informed in writing that they are to arrange any future meetings with staff in advance via the office, and that meetings will be attended by a member of the Senior Leadership Team.
- This arrangement will be reviewed within a stated timeframe.
- Further incidents of unacceptable behaviour may result in a permanent exclusion.

Following a further incident, or following an initial extreme act of violence or abuse:

- The parent/carer will be informed in writing that they are banned from the premises, subject to review. The letter will also explain any consequences of breaching this ban, e.g. police involvement or legal action.
- In the event of incidents involving police or other legal intervention at the time, the letter will clarify what has happened so far and the possible next steps.
- Where appropriate, arrangements for bringing pupils/students to and from school will be clarified.