



## STATEMENT OF EXPECTATION OF BEHAVIOUR

Whilst the public are on our premises there is an expectation that behaviour by both staff and visitors, including parents and carers of pupils, will meet certain standards. These expectations also apply when communicating with the school by telephone, email, social media, or other communication channels.

**Our staff will be polite and courteous** towards you at all times. If you feel a member of staff has behaved in an unacceptable way, please end your discussion and report the matter in writing to the Headteacher or a senior leader. They will then contact you to investigate and attempt to resolve your complaint.

**In return, we expect all visitors to be polite and courteous** towards staff. If staff are subjected to unacceptable behaviour, they have been instructed to end the discussion and explain why. You may be asked to leave the premises. A letter confirming the reasons and any further action will be sent to you. You will be given the opportunity to discuss the matter with us in a calm and civil manner. If the incident is particularly serious or repeated, you may be barred from the premises. In some circumstances, a ban may be issued without prior warning.

The following behaviours are unacceptable (this list is not exhaustive):

- swearing, spitting, shouting, threatening words or gestures
- physical intimidation or the use of force (e.g. pushing, pulling, poking, prodding)
- use of abusive, discriminatory or derogatory language (e.g. racist, ageist, sexist, homophobic or ableist comments)
- being under the influence of drugs or alcohol whilst on our premises
- smoking, vaping, or drinking alcohol on our premises
- any form of physical abuse
- threatening behaviour
- filming or photographing staff or pupils without permission
- persistent or unreasonable communications, including online harassment or defamatory comments

Any behaviour that compromises the safeguarding or wellbeing of pupils, staff or visitors will be treated as a serious incident and may be reported to external agencies such as the Local Authority, the police or social care.