

Visitor behaviour towards members of staff

All visitors to Camborne Science and International Academy, including parents and carers, are to be respectful to members of staff. This includes:

- in school buildings or on school site
- by telephone to the school
- by email to the school
- on social media referring to the school
- in any other setting, which is reasonable in the view of the Principal or Chair of Trustees

Types of behaviour that are considered serious and unacceptable and will not be tolerated towards any member of the school community; this is not an exhaustive list but seeks to provide illustrations of such behaviour:

- Shouting, either in person or over the telephone
- Inappropriate posting on Social Networking sites which are abusive or inappropriate in the view of the school
- Threatening violence or acting violently, including damage to property or injury to individuals
- Speaking in an aggressive/threatening tone
- Physically intimidating , e.g. standing very close
- The use of aggressive hand gestures/exaggerated movements
- Shaking or holding a fist towards another person
- Swearing
- Spitting
- Behaving in a way which makes others feel distressed, humiliated or threatened
- Frequent, unwarranted and/or unnecessary correspondence which is hindering the proper running of the school
- Making deliberately false, malicious or vexatious accusations
- Consumption of alcohol or use of illegal drugs on the school site, or accessing the school site whilst intoxicated
- Racist, sexist or homophobic comments
- Approaching and shouting at students or other parents on the school site or in close proximity to the school
- Targeting a specific member of staff whilst on the academy premises or offsite

Camborne Science and International Academy has a range of strategies to employ with any parent/carers or visitor who engages in unacceptable conduct. These sanctions may include a verbal warning, invitation to a mediation meeting and/or formal written warning.

Guidance will be provided for members of staff to conclude conversations swiftly in response to unacceptable behaviour from a parent, carer or visitor, following a pre-prepared script.

Legal sanctions will be used in extreme circumstances e.g. if a parent/carers continues to exhibit conduct in breach of this policy or has committed a serious breach of this policy. They can be initiated at any stage if, in the reasonable judgement of the Principal or Chair of Trustees of the school, the severity of the behaviour warrants such a level of intervention.

Where the behaviour is so extreme that it threatens the immediate safety and welfare of staff or others, the matter will be referred immediately to the police for action. The school may also refer the case to children's social care, where the behaviour indicates that the parent poses a risk to children. Any child protection and safeguarding concerns will be addressed in accordance with the school's Child Protection and Safeguarding Policy.

Communication with the school can be restricted e.g. requesting contact in a particular form (for example, letters only), requiring contact to take place with a named person only or restricting telephone calls to specified days and times. Any parent/carers in breach of the restrictions may have their right to access to the school site removed.